Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862628676	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	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	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	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	FCR	Please select the best description for the resolution status of the interaction	6.2	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	FCR	If CSR Error, please explain	6.3	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	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	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	Paperless Billing	Comment if "other" was used above	7.2	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	Overall Customer Experience	How would you rate the overall customer experience	8.1	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	Evaluation Status	Add extra notes below as needed	9.1	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
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			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 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			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 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			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 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862661156			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 11:00:37 AM	17 Jul, 2025 08:02:38 PM	15 Jul, 2025 02:04:02 PM	0:04:36		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			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 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			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 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_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 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676862802727			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jul, 2025 03:00:47 AM	17 Jul, 2025 08:22:27 PM	16 Jul, 2025 12:36:14 AM	0:03:57		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		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
676861816955	[redacted]	[redacted]	CTE_Res_Resolution_Escalation	[redacted]	Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676861816955			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	09 Jul, 2025 03:06:41 PM	17 Jul, 2025 08:37:27 PM	08 Jul, 2025 09:29:23 PM	0:07:03		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		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
676862582734	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			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 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			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 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_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 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862582734			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 08:23:15 PM	17 Jul, 2025 09:14:26 PM	14 Jul, 2025 07:56:46 PM	0:07:20		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			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		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862642527			CTE_Bus_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 03:00:44 PM	17 Jul, 2025 09:20:04 PM	15 Jul, 2025 12:48:55 PM	0:02:04		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		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
676862844925	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			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 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862844925			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	18 Jul, 2025 11:29:16 AM	18 Jul, 2025 12:04:57 PM	16 Jul, 2025 02:08:34 PM	0:03:08		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862863315	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			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 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862863315			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jul, 2025 12:16:47 PM	18 Jul, 2025 12:27:02 PM	16 Jul, 2025 03:14:11 PM	0:03:31		Internal
676862435454			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 12:30:52 PM	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 12:30:52 PM	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			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	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 12:30:52 PM	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 12:30:52 PM	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 12:30:52 PM	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 12:30:52 PM	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 12:30:52 PM	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 12:30:52 PM	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 12:30:52 PM	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 12:30:52 PM	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			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	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			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	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			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	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 12:30:52 PM	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			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	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			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	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			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	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 12:30:52 PM	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			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	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			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	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 12:30:52 PM	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			CTE_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	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			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	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			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	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676862435454			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	18 Jul, 2025 12:39:38 PM	14 Jul, 2025 12:17:38 PM	0:04:46		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 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
676863121310	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676863121310			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jul, 2025 03:31:24 AM	18 Jul, 2025 12:46:30 PM	17 Jul, 2025 09:24:57 PM	0:04:04		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			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 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
676862981669			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jul, 2025 12:51:09 PM	18 Jul, 2025 01:06:59 PM	17 Jul, 2025 12:04:57 PM	0:03:10		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 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
651781428718	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			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 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			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 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_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 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781428718			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 11:30:46 PM	18 Jul, 2025 01:09:41 PM	07 Jul, 2025 12:05:55 PM	0:06:51		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			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 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			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 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			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 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
651781426421			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 03:31:27 PM	18 Jul, 2025 01:17:01 PM	07 Jul, 2025 11:50:57 AM	0:07:00		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 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
676863158187	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_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 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863158187			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jul, 2025 01:19:07 PM	18 Jul, 2025 01:22:13 PM	18 Jul, 2025 01:13:39 PM	0:03:02		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			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 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863155147			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jul, 2025 01:24:45 PM	18 Jul, 2025 01:29:23 PM	18 Jul, 2025 12:58:18 PM	0:01:41		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 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
676863014264	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			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 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676863014264			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jul, 2025 03:09:50 PM	18 Jul, 2025 04:09:48 PM	17 Jul, 2025 02:21:29 PM	0:03:29		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676862434231			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 12:31:02 PM	18 Jul, 2025 04:28:51 PM	14 Jul, 2025 12:14:18 PM	0:02:57		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 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
676863206430	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_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 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676863206430			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jul, 2025 04:25:41 PM	18 Jul, 2025 05:13:06 PM	18 Jul, 2025 04:05:01 PM	0:04:13		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 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
676862721063	[redacted]		CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			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 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
676862721063			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jul, 2025 05:29:21 PM	18 Jul, 2025 05:39:11 PM	15 Jul, 2025 05:31:26 PM	0:03:16		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			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 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
651781297841			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jul, 2025 06:31:19 PM	18 Jul, 2025 06:38:39 PM	04 Jul, 2025 03:04:41 AM	0:04:32		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		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
676862417182	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			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 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			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 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_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 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862417182			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jul, 2025 05:30:59 PM	18 Jul, 2025 06:41:20 PM	13 Jul, 2025 04:49:26 PM	0:04:23		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_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 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
676862975660			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jul, 2025 03:31:30 PM	18 Jul, 2025 06:53:38 PM	17 Jul, 2025 03:21:47 AM	0:04:01		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651781488146	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			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 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
651781488146			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 11:30:45 PM	18 Jul, 2025 06:59:56 PM	07 Jul, 2025 03:13:09 PM	0:03:54		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_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 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
676861632726			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jul, 2025 08:30:37 AM	18 Jul, 2025 07:13:34 PM	07 Jul, 2025 09:31:46 PM	0:04:48		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	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
651780897304	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			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 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
651780897304			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jul, 2025 07:05:27 PM	18 Jul, 2025 07:14:31 PM	02 Jul, 2025 01:27:09 AM	0:02:56		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		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
676861810281	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			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 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861810281			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	09 Jul, 2025 05:00:48 AM	18 Jul, 2025 07:20:06 PM	08 Jul, 2025 08:36:32 PM	0:03:57		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			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 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			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 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_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 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676861807389			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	09 Jul, 2025 09:00:47 AM	18 Jul, 2025 07:25:02 PM	08 Jul, 2025 08:26:12 PM	0:03:10		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	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
676862032049	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			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		10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862032049			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jul, 2025 01:30:30 AM	18 Jul, 2025 07:31:03 PM	10 Jul, 2025 01:23:41 AM	0:03:55		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862494910	[redacted]	[redacted]	CTE_Res_Moving_Span	[redacted]	Springfield - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862494910			CTE_Res_Moving_Span		Springfield - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 04:30:56 PM	18 Jul, 2025 09:39:13 PM	14 Jul, 2025 03:24:51 PM	0:07:16		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		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 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		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 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			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 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676862016541			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Jul, 2025 12:30:44 PM	18 Jul, 2025 09:48:44 PM	09 Jul, 2025 09:49:09 PM	0:02:06		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 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
676863254169	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_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 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863254169			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jul, 2025 12:09:20 PM	21 Jul, 2025 12:14:49 PM	18 Jul, 2025 06:48:16 PM	0:02:48		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863038812	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676863038812			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jul, 2025 12:59:01 PM	21 Jul, 2025 01:02:45 PM	17 Jul, 2025 04:04:10 PM	0:04:08		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			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 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			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 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_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 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676862740753			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 11:00:42 PM	21 Jul, 2025 01:28:17 PM	15 Jul, 2025 06:25:28 PM	0:04:06		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 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
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			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 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863166613			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jul, 2025 07:00:35 AM	21 Jul, 2025 02:39:36 PM	18 Jul, 2025 01:47:11 PM	0:04:01		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_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 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676863340648			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jul, 2025 04:31:02 PM	21 Jul, 2025 03:32:26 PM	20 Jul, 2025 04:11:21 PM	0:04:00		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 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
676862091453	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676862091453			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		2 Jul, 2025 02:31:14 AM	21 Jul, 2025 03:55:26 PM	10 Jul, 2025 03:10:26 PM	0:04:11		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		1 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		1 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		1 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		1 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		1 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		1 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863413582	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863413582			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jul, 2025 03:49:26 PM	21 Jul, 2025 04:05:47 PM	21 Jul, 2025 03:33:56 PM	0:03:58		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863401658			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jul, 2025 04:19:51 PM	21 Jul, 2025 04:31:37 PM	21 Jul, 2025 02:36:15 PM	0:05:32		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		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
676863441037	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			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 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863441037			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jul, 2025 04:44:27 PM	21 Jul, 2025 04:59:42 PM	21 Jul, 2025 04:09:52 PM	0:01:24		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 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
676863283567	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863283567			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jul, 2025 07:29:19 PM	21 Jul, 2025 07:35:32 PM	18 Jul, 2025 08:51:02 PM	0:04:37		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_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 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863335186			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jul, 2025 12:31:01 PM	21 Jul, 2025 07:44:45 PM	20 Jul, 2025 12:27:28 PM	0:02:39		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Typ		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863455854	[redacted]		CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863455854			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jul, 2025 08:36:35 PM	21 Jul, 2025 08:45:04 PM	21 Jul, 2025 05:06:13 PM	0:06:25		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863011399			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jul, 2025 08:46:03 PM	21 Jul, 2025 08:53:11 PM	17 Jul, 2025 02:23:11 PM	0:06:16		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 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
676863236954	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863236954			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jul, 2025 09:08:24 PM	21 Jul, 2025 09:15:34 PM	18 Jul, 2025 05:49:47 PM	0:05:55		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		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
676863189326	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_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 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863189326			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 12:06:37 PM	22 Jul, 2025 12:31:38 PM	18 Jul, 2025 03:03:43 PM	0:03:03		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			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		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863532358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 12:46:57 PM	22 Jul, 2025 12:50:11 PM	21 Jul, 2025 08:50:43 PM	0:03:47		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 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
676863414459	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			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		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863414459			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 12:56:34 PM	22 Jul, 2025 01:04:28 PM	21 Jul, 2025 03:12:25 PM	0:02:19		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		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
676863297182	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_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 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863297182			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 12:43:16 PM	22 Jul, 2025 01:24:19 PM	18 Jul, 2025 10:04:47 PM	0:02:04		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			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		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863477305			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 01:46:48 PM	22 Jul, 2025 01:49:27 PM	21 Jul, 2025 05:55:47 PM	0:03:26		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 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
676863530388	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_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 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 06:09:06 PM	22 Jul, 2025 06:13:38 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676862495715			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 04:31:07 PM	22 Jul, 2025 07:08:18 PM	14 Jul, 2025 04:00:05 PM	0:03:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			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		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
676863456868			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 12:01:24 AM	22 Jul, 2025 07:20:26 PM	21 Jul, 2025 05:09:26 PM	0:09:34		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_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 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
677928620933			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 04:01:44 PM	22 Jul, 2025 07:32:30 PM	22 Jul, 2025 03:25:21 PM	0:05:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		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
676863463451	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			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		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863463451			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 12:01:44 PM	22 Jul, 2025 08:04:37 PM	21 Jul, 2025 05:32:26 PM	0:09:02		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			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 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863536085			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863536085	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	22 Jul, 2025 08:20:12 PM	22 Jul, 2025 08:27:36 PM	21 Jul, 2025 09:09:35 PM	0:06:10		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
676863544669			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 08:30:05 PM	22 Jul, 2025 08:38:25 PM	21 Jul, 2025 09:48:44 PM	0:05:11		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		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
677928634460	[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	22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			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 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
677928634460			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	22 Jul, 2025 08:39:11 PM	22 Jul, 2025 08:47:16 PM	22 Jul, 2025 04:11:21 PM	0:05:08		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			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 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
676861780434			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	23 Jul, 2025 11:46:09 AM	23 Jul, 2025 12:11:02 PM	08 Jul, 2025 07:02:10 PM	0:03:48		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 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
677928688630	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_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 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
677928688630			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 07:00:28 AM	23 Jul, 2025 12:20:41 PM	22 Jul, 2025 07:19:19 PM	0:05:56		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			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 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
676863032835			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 01:24:38 PM	23 Jul, 2025 01:34:07 PM	17 Jul, 2025 03:27:08 PM	0:05:32		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 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
677928751499	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_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 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
677928751499			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 01:34:23 PM	23 Jul, 2025 01:38:40 PM	23 Jul, 2025 01:10:32 PM	0:04:12		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
676863502912			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 02:26:39 PM	23 Jul, 2025 02:37:19 PM	21 Jul, 2025 07:37:37 PM	0:11:58		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 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
677928754934	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_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 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928754934			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 02:02:05 PM	23 Jul, 2025 02:49:44 PM	23 Jul, 2025 01:30:39 PM	0:03:21		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			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		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
677928646593			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 02:48:46 PM	23 Jul, 2025 02:51:42 PM	22 Jul, 2025 05:12:14 PM	0:02:28		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		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
676863308805	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_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 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
676863308805			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 02:54:13 PM	23 Jul, 2025 02:57:48 PM	19 Jul, 2025 11:33:12 AM	0:03:03		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	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
677928561034	[redacted]		CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			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 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
677928561034			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 03:10:38 PM	23 Jul, 2025 03:45:36 PM	22 Jul, 2025 03:45:52 AM	0:02:57		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863003266	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			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 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
676863003266			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 04:00:03 PM	23 Jul, 2025 04:21:41 PM	17 Jul, 2025 01:41:58 PM	0:05:31		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			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		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928629178			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 04:36:58 PM	23 Jul, 2025 04:40:28 PM	22 Jul, 2025 03:52:43 PM	0:02:37		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677928741307	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			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 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
677928741307			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 04:34:46 PM	23 Jul, 2025 04:46:48 PM	23 Jul, 2025 11:58:51 AM	0:05:50		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			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		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863500187			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 12:01:43 PM	23 Jul, 2025 05:15:12 PM	21 Jul, 2025 07:33:09 PM	0:02:03		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 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
676863408896	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_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 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
676863408896			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 05:18:36 PM	23 Jul, 2025 05:23:25 PM	21 Jul, 2025 02:37:47 PM	0:02:57		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677928780075	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			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 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
677928780075			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 04:58:28 PM	23 Jul, 2025 05:54:27 PM	23 Jul, 2025 02:39:30 PM	0:05:19		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 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
676862966919	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_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 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676862966919			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 05:43:56 PM	23 Jul, 2025 05:57:42 PM	16 Jul, 2025 10:07:52 PM	0:03:23		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_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 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863294315			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 06:15:11 PM	23 Jul, 2025 06:22:25 PM	18 Jul, 2025 09:37:47 PM	0:03:13		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 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
676863166349	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			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 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863166349			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 06:01:49 PM	23 Jul, 2025 06:24:25 PM	18 Jul, 2025 01:31:22 PM	0:04:05		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 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
676863115403	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			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 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
676863115403			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 06:53:58 PM	23 Jul, 2025 07:20:22 PM	17 Jul, 2025 08:42:11 PM	0:03:28		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			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 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
651780755275			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 07:28:41 PM	23 Jul, 2025 07:41:19 PM	01 Jul, 2025 03:18:40 PM	0:02:27		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		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
676862991187	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			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 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
676862991187			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 07:48:46 PM	23 Jul, 2025 07:54:00 PM	17 Jul, 2025 12:57:20 PM	0:03:33		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 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
651781350811	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			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 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
651781350811			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 08:09:56 PM	23 Jul, 2025 08:30:25 PM	04 Jul, 2025 09:17:30 PM	0:03:59		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			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 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
677928764527			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 08:40:20 PM	23 Jul, 2025 08:49:08 PM	23 Jul, 2025 01:49:20 PM	0:06:12		Internal
651780888810			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		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
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		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 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		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 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		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 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
651780888810		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Jul, 2025 02:31:45 PM	24 Jul, 2025 11:48:25 AM	01 Jul, 2025 10:13:29 PM	0:03:45		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 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
677928867577	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577			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 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
677928867577			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 11:54:26 AM	24 Jul, 2025 11:57:55 AM	23 Jul, 2025 08:02:10 PM	0:02:38		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_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 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863334530			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 12:27:23 PM	24 Jul, 2025 12:30:53 PM	20 Jul, 2025 11:26:46 AM	0:02:06		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		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
676863223205	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			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		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
676863223205			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 12:21:05 PM	24 Jul, 2025 12:36:59 PM	18 Jul, 2025 04:49:37 PM	0:07:40		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			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 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928909190			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 12:39:28 PM	24 Jul, 2025 12:44:28 PM	24 Jul, 2025 12:05:46 PM	0:05:47		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677928633528	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			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		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928633528			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 12:54:23 PM	24 Jul, 2025 12:59:28 PM	22 Jul, 2025 04:11:23 PM	0:06:27		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			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		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928863412			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 01:03:15 PM	24 Jul, 2025 01:08:54 PM	23 Jul, 2025 07:41:24 PM	0:05:30		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 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
677928871792	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_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 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
677928871792			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 01:16:17 PM	24 Jul, 2025 01:20:40 PM	23 Jul, 2025 08:16:50 PM	0:03:46		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			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 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 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
676863155203	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863155203			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 01:38:13 PM	24 Jul, 2025 01:42:52 PM	18 Jul, 2025 12:38:37 PM	0:04:05		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_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 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863530388			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 07:00:31 PM	24 Jul, 2025 02:07:51 PM	21 Jul, 2025 08:38:22 PM	0:02:29		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863011292	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			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 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676863011292			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 02:23:45 PM	24 Jul, 2025 02:27:05 PM	17 Jul, 2025 02:21:23 PM	0:03:00		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		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	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			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 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		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	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
676862010656			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Jul, 2025 09:30:35 PM	24 Jul, 2025 02:27:39 PM	09 Jul, 2025 09:32:46 PM	0:06:40		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 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
677928947966	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_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 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928947966			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 03:08:48 PM	24 Jul, 2025 03:21:18 PM	24 Jul, 2025 02:58:56 PM	0:06:11		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 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
677928860004	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			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 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928860004			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 03:44:26 PM	24 Jul, 2025 03:51:09 PM	23 Jul, 2025 07:37:25 PM	0:02:22		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928841386			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 05:06:20 PM	24 Jul, 2025 05:13:15 PM	23 Jul, 2025 06:26:15 PM	0:03:02		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 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
677928898567	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			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 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928898567			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 06:21:36 PM	24 Jul, 2025 06:25:13 PM	23 Jul, 2025 11:12:26 PM	0:03:19		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677928757424	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			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		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928757424			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 07:09:45 PM	24 Jul, 2025 07:21:18 PM	23 Jul, 2025 01:24:51 PM	0:04:35		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			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 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
677928999416			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 07:00:43 PM	24 Jul, 2025 07:45:58 PM	24 Jul, 2025 06:11:01 PM	0:07:20		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862434410	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676862434410			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 12:30:51 PM	24 Jul, 2025 08:05:55 PM	14 Jul, 2025 12:22:27 PM	0:04:54		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676861675020			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jul, 2025 04:30:55 PM	24 Jul, 2025 09:15:41 PM	08 Jul, 2025 01:30:53 PM	0:04:41		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		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
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
676862900433			CTE_Res_FT		Springfield - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 07:00:46 PM	24 Jul, 2025 10:35:59 PM	16 Jul, 2025 06:10:27 PM	0:08:51		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			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		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
677929000140			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 11:00:45 PM	25 Jul, 2025 01:54:33 PM	24 Jul, 2025 06:15:00 PM	0:09:09		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676863263501			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 07:42:41 PM	25 Jul, 2025 03:34:24 PM	18 Jul, 2025 07:32:26 PM	0:05:39		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 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
676862587077	[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]	16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
676862587077			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 07:00:38 AM	25 Jul, 2025 04:15:58 PM	14 Jul, 2025 08:13:19 PM	0:03:30		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			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 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
677928603558			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 03:00:29 AM	25 Jul, 2025 04:49:19 PM	22 Jul, 2025 02:37:54 PM	0:02:14		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		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
676863254143	[redacted]		CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
676863254143			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jul, 2025 11:31:28 PM	25 Jul, 2025 06:19:21 PM	18 Jul, 2025 07:09:22 PM	0:05:46		Internal
651780677647			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jul, 2025 06:02:04 AM	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jul, 2025 06:02:04 AM	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			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	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jul, 2025 06:02:04 AM	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jul, 2025 06:02:04 AM	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jul, 2025 06:02:04 AM	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jul, 2025 06:02:04 AM	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jul, 2025 06:02:04 AM	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jul, 2025 06:02:04 AM	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jul, 2025 06:02:04 AM	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jul, 2025 06:02:04 AM	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			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	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			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	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			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	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jul, 2025 06:02:04 AM	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			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	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			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	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			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	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jul, 2025 06:02:04 AM	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			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	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			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	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jul, 2025 06:02:04 AM	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			CTE_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	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			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	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 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
651780677647			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	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
651780677647			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	25 Jul, 2025 09:27:53 PM	30 Jun, 2025 09:55:57 PM	0:05:14		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			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		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
676863518805			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 08:01:33 AM	25 Jul, 2025 09:52:25 PM	21 Jul, 2025 08:10:14 PM	0:04:08		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 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
677929048245	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			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 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
677929048245			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jul, 2025 04:04:11 PM	26 Jul, 2025 04:37:01 PM	24 Jul, 2025 09:30:42 PM	0:03:33		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			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 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
676863098429			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 12:07:08 PM	28 Jul, 2025 12:25:43 PM	17 Jul, 2025 07:38:18 PM	0:03:19		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677928890995	[redacted]		CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			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 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
677928890995			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jul, 2025 03:31:25 PM	28 Jul, 2025 01:11:18 PM	23 Jul, 2025 09:35:52 PM	0:02:13		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_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 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863553152			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 12:01:35 PM	28 Jul, 2025 01:19:01 PM	21 Jul, 2025 10:33:30 PM	0:02:36		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	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
676863355565	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			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 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
676863355565			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 01:30:40 PM	28 Jul, 2025 01:41:47 PM	21 Jul, 2025 01:25:41 AM	0:03:20		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 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
677928911900	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			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 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
677928911900			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 11:00:45 PM	28 Jul, 2025 01:44:41 PM	24 Jul, 2025 12:45:30 PM	0:02:36		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			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 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			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 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			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 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		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	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
651780706838			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Jul, 2025 10:02:14 PM	28 Jul, 2025 01:51:16 PM	01 Jul, 2025 01:15:52 PM	0:04:30		Internal
677929207469			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
677929207469			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
677929207469			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
677929207469			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
677929207469			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
677929207469			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
677929207469			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
677929207469			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
677929207469			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
677929207469			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 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
67792920746	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792920746			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792920746			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792920746			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792920746			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792920746			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792920746			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792920746			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792920746			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792920746			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792920746			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792920746			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792920746			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 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792920746			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792920746			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792920746			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 01:55:36 PM	28 Jul, 2025 02:05:14 PM	25 Jul, 2025 09:23:39 PM	0:03:37		Internal
67792891011			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
67792891011			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
67792891011			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
67792891011			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
67792891011			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
67792891011			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
67792891011			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
67792891011			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
67792891011			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
67792891011			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
67792891011			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
67792891011			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
67792891011			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
67792891011			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 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
677928910117	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
677928910117			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
677928910117			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
677928910117			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
677928910117			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
677928910117			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
677928910117			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
677928910117			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
677928910117			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 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
677928910117			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
677928910117			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
677928910117			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 02:13:06 PM	28 Jul, 2025 02:27:47 PM	24 Jul, 2025 12:14:24 PM	0:03:48		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_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 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677929282561			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 09:01:18 AM	28 Jul, 2025 02:28:18 PM	28 Jul, 2025 07:35:01 AM	0:02:57		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 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
677928832640	[redacted]		CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			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 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677928832640			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Jul, 2025 03:00:44 PM	28 Jul, 2025 02:36:36 PM	23 Jul, 2025 05:55:38 PM	0:03:23		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_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 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
677929276643			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 01:01:15 AM	28 Jul, 2025 02:39:51 PM	27 Jul, 2025 09:22:33 PM	0:02:00		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 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
651781075754	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			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 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
651781075754			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 12:01:31 PM	28 Jul, 2025 02:51:10 PM	02 Jul, 2025 10:10:10 PM	0:03:04		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			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 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
677928864063			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 02:43:07 PM	28 Jul, 2025 03:00:56 PM	23 Jul, 2025 07:43:26 PM	0:04:41		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 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
676863460339	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
676863460339			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 04:01:16 AM	28 Jul, 2025 03:08:00 PM	21 Jul, 2025 05:20:49 PM	0:03:35		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 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
677928987407	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
677928987407			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 03:01:38 PM	28 Jul, 2025 03:08:46 PM	24 Jul, 2025 05:25:24 PM	0:02:55		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			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 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			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 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			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 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
651780789401			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Jul, 2025 04:01:43 PM	28 Jul, 2025 03:16:01 PM	01 Jul, 2025 05:30:24 PM	0:04:48		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 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
677928695205	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			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 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677928695205			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 03:00:29 AM	28 Jul, 2025 03:30:11 PM	22 Jul, 2025 08:06:59 PM	0:03:59		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677929170625			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Jul, 2025 09:31:12 AM	28 Jul, 2025 03:44:33 PM	25 Jul, 2025 06:59:31 PM	0:06:07		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677928719242	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			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 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
677928719242			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Jul, 2025 03:00:31 PM	28 Jul, 2025 03:49:21 PM	22 Jul, 2025 09:40:14 PM	0:05:16		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			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 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			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 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_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 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676862411847			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Jul, 2025 01:30:54 PM	28 Jul, 2025 04:03:37 PM	13 Jul, 2025 12:57:32 PM	0:05:04		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 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
676863338442	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_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 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863338442			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jul, 2025 04:31:02 PM	28 Jul, 2025 04:07:41 PM	20 Jul, 2025 02:49:03 PM	0:02:40		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863184480	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863184480			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 04:08:12 PM	28 Jul, 2025 04:19:11 PM	18 Jul, 2025 02:27:45 PM	0:04:05		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			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		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676863001844			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Jul, 2025 07:00:50 PM	28 Jul, 2025 04:42:58 PM	17 Jul, 2025 01:55:03 PM	0:08:00		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 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
676862991096	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			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 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
676862991096			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 04:39:20 PM	28 Jul, 2025 04:53:00 PM	17 Jul, 2025 12:53:36 PM	0:04:11		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 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
677928820433	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
677928820433			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 05:18:54 PM	28 Jul, 2025 05:22:24 PM	23 Jul, 2025 05:06:27 PM	0:03:02		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		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
676863243317		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317		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 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
676863243317		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 05:13:11 PM	28 Jul, 2025 05:30:24 PM	18 Jul, 2025 06:10:39 PM	0:03:44		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 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
677929215341	[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]	28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
677929215341			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 06:05:06 PM	28 Jul, 2025 06:09:50 PM	25 Jul, 2025 09:46:00 PM	0:03:27		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			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 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 06:10:12 PM	28 Jul, 2025 06:21:57 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		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
676862239601	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			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		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676862239601			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Jul, 2025 02:31:04 PM	28 Jul, 2025 06:25:41 PM	11 Jul, 2025 01:47:26 PM	0:09:43		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		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
676863367396	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Springfield - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
676863367396			CTE_Res_Moving		Springfield - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 12:01:21 AM	28 Jul, 2025 06:57:18 PM	21 Jul, 2025 12:30:49 PM	0:06:56		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			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		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	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
677929263544	[redacted]	[redacted]	CTE_Res_Outage_Span	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929263544			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jul, 2025 05:01:16 PM	28 Jul, 2025 06:58:17 PM	27 Jul, 2025 11:57:39 AM	0:02:31		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929050719			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 07:07:39 PM	28 Jul, 2025 07:13:33 PM	24 Jul, 2025 10:01:46 PM	0:02:37		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929230538	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			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 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
677929230538			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 06:54:35 PM	28 Jul, 2025 07:14:35 PM	26 Jul, 2025 03:07:44 AM	0:05:16		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862428838	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_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 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
676862428838			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 07:21:19 PM	28 Jul, 2025 07:26:26 PM	14 Jul, 2025 03:53:54 AM	0:02:37		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_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 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929417221			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 07:51:09 PM	28 Jul, 2025 08:00:14 PM	28 Jul, 2025 07:19:17 PM	0:04:56		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929315099	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_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 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315099			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 08:08:08 PM	28 Jul, 2025 08:19:01 PM	28 Jul, 2025 02:18:10 PM	0:03:31		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			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 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
677929315023			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 05:01:30 PM	28 Jul, 2025 08:31:21 PM	28 Jul, 2025 02:17:24 PM	0:02:21		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 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
676862016674	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			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 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
676862016674			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 08:32:59 PM	28 Jul, 2025 08:47:59 PM	09 Jul, 2025 09:32:29 PM	0:04:32		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 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
677929125205	[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]	28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_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 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
677929125205			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 09:02:47 PM	28 Jul, 2025 09:07:47 PM	25 Jul, 2025 04:31:41 PM	0:04:25		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
651781474892			CTE_Res_Billing		Springfield - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 03:31:16 PM	28 Jul, 2025 09:18:37 PM	07 Jul, 2025 02:39:09 PM	0:06:17		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		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
676863524707	[redacted]		CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			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		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
676863524707			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Jul, 2025 08:01:45 PM	28 Jul, 2025 09:23:27 PM	21 Jul, 2025 08:31:19 PM	0:09:07		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			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 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929470737			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 11:32:37 AM	29 Jul, 2025 12:00:52 PM	28 Jul, 2025 09:40:21 PM	0:03:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 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
677929455639	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_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 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929455639			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 12:14:53 PM	29 Jul, 2025 12:50:38 PM	28 Jul, 2025 08:59:15 PM	0:04:02		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 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
677929504404	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_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 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
677929504404			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	29 Jul, 2025 01:23:48 PM	29 Jul, 2025 01:37:19 PM	29 Jul, 2025 01:14:49 PM	0:04:04		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			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 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863352190			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	29 Jul, 2025 01:55:49 PM	29 Jul, 2025 02:05:47 PM	20 Jul, 2025 11:25:46 PM	0:03:17		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 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
676863090718	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			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 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
676863090718			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 02:22:10 PM	29 Jul, 2025 02:30:17 PM	17 Jul, 2025 07:07:47 PM	0:04:22		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	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
677929282969	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_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 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929282969			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 02:45:50 PM	29 Jul, 2025 02:49:41 PM	28 Jul, 2025 09:17:07 AM	0:03:33		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929414719	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929414719			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 03:24:50 PM	29 Jul, 2025 03:33:04 PM	28 Jul, 2025 07:10:59 PM	0:05:25		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			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		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929305351			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 03:45:47 PM	29 Jul, 2025 04:04:45 PM	28 Jul, 2025 01:20:43 PM	0:03:37		Internal
677929327685			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 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
677929327685	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[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]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[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]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[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]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
677929327685	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	29 Jul, 2025 04:49:22 PM	29 Jul, 2025 04:59:26 PM	28 Jul, 2025 02:49:52 PM	0:03:27		Internal
676862964839	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	29 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	29 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	29 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	29 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	29 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	29 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	29 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	29 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	29 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	29 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	29 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	29 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	29 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	29 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 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
676862964839	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	9 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		9 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		9 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		9 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		9 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		9 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		9 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		9 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839			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		9 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		9 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		9 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
676862964839			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		9 Jul, 2025 04:57:49 PM	29 Jul, 2025 05:07:38 PM	16 Jul, 2025 10:06:25 PM	0:05:51		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			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		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
651781262506			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		9 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651781262506	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	29 Jul, 2025 05:21:29 PM	29 Jul, 2025 05:53:08 PM	03 Jul, 2025 10:06:39 PM	0:02:32		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			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 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
677929470408			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 05:54:07 PM	29 Jul, 2025 05:58:06 PM	28 Jul, 2025 09:37:51 PM	0:03:02		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		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
651781474440	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_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 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
651781474440			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 07:48:59 PM	29 Jul, 2025 07:55:32 PM	07 Jul, 2025 02:35:44 PM	0:06:33		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_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 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677928999553			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 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
677928999553	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	29 Jul, 2025 07:59:26 PM	29 Jul, 2025 08:04:42 PM	24 Jul, 2025 06:11:32 PM	0:07:27		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			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		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929544225			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 08:05:17 PM	29 Jul, 2025 08:10:13 PM	29 Jul, 2025 03:08:31 PM	0:04:56		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929451110			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 09:01:23 PM	29 Jul, 2025 08:10:24 PM	28 Jul, 2025 08:47:42 PM	0:04:14		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 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
677929409320	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_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 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929409320			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 08:20:48 PM	29 Jul, 2025 08:30:03 PM	28 Jul, 2025 06:57:51 PM	0:05:42		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 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
677929397429	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_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 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929397429			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 08:37:06 PM	29 Jul, 2025 08:49:26 PM	28 Jul, 2025 06:18:46 PM	0:03:51		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			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 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 PM	0:02:28		Internal
677929169830			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 08:54:27 PM	29 Jul, 2025 09:04:20 PM	25 Jul, 2025 06:50:49 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
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			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 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
676863069489			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jul, 2025 11:31:29 PM	29 Jul, 2025 09:06:26 PM	17 Jul, 2025 06:03:01 PM	0:05:38		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_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 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 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
677929516934	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929516934			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 09:09:45 PM	29 Jul, 2025 09:16:02 PM	29 Jul, 2025 01:59:01 PM	0:03:09		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_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 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677929369295			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 09:27:59 PM	29 Jul, 2025 09:35:34 PM	28 Jul, 2025 04:57:09 PM	0:04:05		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677928939029	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_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 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677928939029			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 08:56:09 PM	29 Jul, 2025 09:53:44 PM	24 Jul, 2025 02:25:50 PM	0:07:18		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_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 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929321526			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 09:43:17 PM	29 Jul, 2025 09:55:16 PM	28 Jul, 2025 02:32:23 PM	0:04:57		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		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
677929597580	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_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 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929597580			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 10:09:27 PM	29 Jul, 2025 10:26:29 PM	29 Jul, 2025 06:46:21 PM	0:08:32		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 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
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_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 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929365178			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 10:32:06 PM	29 Jul, 2025 10:36:17 PM	28 Jul, 2025 04:45:41 PM	0:04:19		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			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 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
677929594647			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 10:41:30 PM	29 Jul, 2025 10:47:50 PM	29 Jul, 2025 06:05:52 PM	0:03:49		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 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
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			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 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			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 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_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 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
676862579908			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 03:31:06 AM	30 Jul, 2025 09:50:41 AM	14 Jul, 2025 07:50:15 PM	0:05:06		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929530941	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_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 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929530941			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 11:16:59 AM	30 Jul, 2025 11:32:45 AM	29 Jul, 2025 02:42:54 PM	0:04:35		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_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 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
677929376567			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 11:59:53 AM	30 Jul, 2025 12:03:07 PM	28 Jul, 2025 04:45:11 PM	0:03:12		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651781473350	[redacted]		CTE_Res_Payment	[redacted]	Springfield - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
651781473350			CTE_Res_Payment		Springfield - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Jul, 2025 03:31:16 PM	30 Jul, 2025 12:20:06 PM	07 Jul, 2025 02:35:54 PM	0:05:39		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 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
677929517561	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_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 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677929517561			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 04:22:21 PM	30 Jul, 2025 12:28:23 PM	29 Jul, 2025 02:01:12 PM	0:05:51		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 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
677928817914	[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 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677928817914			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 12:10:08 PM	30 Jul, 2025 12:38:49 PM	23 Jul, 2025 04:48:15 PM	0:03:08		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			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 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929552997			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 12:39:18 PM	30 Jul, 2025 12:43:02 PM	29 Jul, 2025 04:00:00 PM	0:04:29		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_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 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
677929632254			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 12:58:11 PM	30 Jul, 2025 01:25:26 PM	29 Jul, 2025 08:40:37 PM	0:04:26		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676861816465	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			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 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
676861816465			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 02:40:04 PM	30 Jul, 2025 02:50:13 PM	08 Jul, 2025 09:02:40 PM	0:05:18		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_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 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929287955			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 02:31:56 PM	30 Jul, 2025 02:58:22 PM	28 Jul, 2025 12:02:42 PM	0:09:23		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929551753	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			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 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929551753			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 02:35:05 PM	30 Jul, 2025 03:02:04 PM	29 Jul, 2025 03:49:59 PM	0:05:53		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 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
677929078547	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			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 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929078547			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	30 Jul, 2025 02:55:59 PM	30 Jul, 2025 03:09:38 PM	25 Jul, 2025 01:01:40 PM	0:03:11		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 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
677929496455	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			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 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929496455			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 03:15:57 PM	30 Jul, 2025 03:31:08 PM	29 Jul, 2025 12:20:20 PM	0:02:56		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_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 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
677929679881			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 03:30:04 PM	30 Jul, 2025 03:49:00 PM	30 Jul, 2025 12:17:26 PM	0:04:26		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 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
676862675897	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			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 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
676862675897			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 03:52:44 PM	30 Jul, 2025 04:09:57 PM	15 Jul, 2025 02:44:22 PM	0:04:34		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929230275	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			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 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
677929230275			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 04:23:23 PM	30 Jul, 2025 04:35:14 PM	26 Jul, 2025 02:46:24 AM	0:02:58		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			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 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862815963	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862815963			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 05:02:41 PM	30 Jul, 2025 05:10:10 PM	16 Jul, 2025 12:19:12 PM	0:06:08		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			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 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
676862519424			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 05:23:49 PM	30 Jul, 2025 05:34:52 PM	14 Jul, 2025 04:37:40 PM	0:06:13		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 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
677929345447	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677929345447			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Jul, 2025 09:01:23 PM	30 Jul, 2025 06:00:28 PM	28 Jul, 2025 03:39:19 PM	0:03:08		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			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 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 PM	0:03:26		Internal
677928773053			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 05:51:04 PM	30 Jul, 2025 06:06:26 PM	23 Jul, 2025 02:14:09 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
677929422942	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_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 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929422942			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 12:01:58 AM	30 Jul, 2025 06:17:52 PM	28 Jul, 2025 07:02:48 PM	0:04:05		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_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 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929470855			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929470855	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	30 Jul, 2025 12:01:50 PM	30 Jul, 2025 06:33:03 PM	28 Jul, 2025 09:31:20 PM	0:04:27		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			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		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929679910			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				30 Jul, 2025 06:41:37 PM	30 Jul, 2025 06:52:13 PM	30 Jul, 2025 12:13:33 PM	0:10:38		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 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
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_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 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929373167			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 04:01:59 AM	30 Jul, 2025 07:00:48 PM	28 Jul, 2025 04:34:03 PM	0:04:50		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			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 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929771885			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 07:00:28 PM	30 Jul, 2025 07:17:03 PM	30 Jul, 2025 05:33:00 PM	0:01:46		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 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
677929396487	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_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 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929396487			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 07:28:14 PM	30 Jul, 2025 07:34:39 PM	28 Jul, 2025 06:16:12 PM	0:06:05		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			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 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929704722			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 07:35:10 PM	30 Jul, 2025 07:39:53 PM	30 Jul, 2025 02:06:59 PM	0:05:15		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929562640	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_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 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929562640			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 07:40:40 PM	30 Jul, 2025 07:44:55 PM	29 Jul, 2025 04:28:00 PM	0:03:45		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_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 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929778619			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 07:36:34 PM	30 Jul, 2025 07:51:23 PM	30 Jul, 2025 06:24:39 PM	0:03:33		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 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
677929665464	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_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 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
677929665464			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 12:01:50 PM	30 Jul, 2025 07:57:06 PM	29 Jul, 2025 11:03:07 PM	0:04:11		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			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 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
676863002118			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 08:27:11 PM	30 Jul, 2025 08:31:21 PM	17 Jul, 2025 01:37:48 PM	0:05:42		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929174408	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			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 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929174408			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 08:38:46 PM	30 Jul, 2025 08:45:42 PM	25 Jul, 2025 07:06:02 PM	0:06:24		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929230432	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			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 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929230432			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 08:56:20 PM	30 Jul, 2025 09:07:09 PM	26 Jul, 2025 03:00:09 AM	0:03:49		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_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 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787730			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 09:17:54 PM	30 Jul, 2025 09:24:53 PM	30 Jul, 2025 06:59:22 PM	0:06:38		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 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
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_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 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
677929787867			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 09:35:20 PM	30 Jul, 2025 09:41:45 PM	30 Jul, 2025 06:59:36 PM	0:05:04		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863355398	[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 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			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 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
676863355398			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 09:50:52 PM	30 Jul, 2025 10:00:19 PM	21 Jul, 2025 01:20:23 AM	0:03:22		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_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 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929337697			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 10:04:32 PM	30 Jul, 2025 10:13:42 PM	28 Jul, 2025 03:21:38 PM	0:02:41		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 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
677929831368	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_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 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929831368			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 10:16:25 PM	30 Jul, 2025 10:22:52 PM	30 Jul, 2025 09:26:43 PM	0:03:27		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			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 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929784287			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 10:29:12 PM	30 Jul, 2025 10:38:04 PM	30 Jul, 2025 06:23:47 PM	0:03:08		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929724580	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			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 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929724580			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 10:45:30 PM	30 Jul, 2025 10:52:11 PM	30 Jul, 2025 02:58:30 PM	0:05:07		Internal
677929590105			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
677929590105			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
677929590105			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
677929590105			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
677929590105			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
677929590105			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
677929590105			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
677929590105			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
677929590105			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
677929590105			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
677929590105			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
677929590105			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
677929590105			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
677929590105			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 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
67792959010 5	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
67792959010 5			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
67792959010 5			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
67792959010 5			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
67792959010 5			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
67792959010 5			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
67792959010 5			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
67792959010 5			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
67792959010 5			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 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
67792959010 5			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
67792959010 5			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
67792959010 5			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 10:55:07 PM	30 Jul, 2025 11:02:27 PM	29 Jul, 2025 05:50:19 PM	0:03:17		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			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 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
651781077621			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 11:09:12 PM	30 Jul, 2025 11:16:30 PM	02 Jul, 2025 10:14:59 PM	0:03:05		Internal
67792952876 5			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
67792952876 5			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 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
677929528765	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			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 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929528765			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 11:25:17 PM	30 Jul, 2025 11:29:16 PM	29 Jul, 2025 02:26:30 PM	0:04:32		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		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
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929449494			CTE_Res_Billing		Springfield - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 09:31:20 AM	31 Jul, 2025 01:42:15 AM	28 Jul, 2025 08:42:49 PM	0:06:40		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 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
677929803055	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_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 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929803055			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 01:52:32 AM	31 Jul, 2025 02:18:05 AM	30 Jul, 2025 07:45:26 PM	0:02:07		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677929646278			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 05:31:42 AM	31 Jul, 2025 12:54:35 PM	29 Jul, 2025 09:23:03 PM	0:02:35		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 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
677928854173	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			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 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
677928854173			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jul, 2025 11:31:30 AM	31 Jul, 2025 12:56:14 PM	23 Jul, 2025 07:12:58 PM	0:04:40		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			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 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
651780993837			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Jul, 2025 02:01:38 PM	31 Jul, 2025 01:23:09 PM	02 Jul, 2025 05:09:27 PM	0:03:31		Internal
677929132277			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		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
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		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 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929132277		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 01:22:15 PM	31 Jul, 2025 01:27:12 PM	25 Jul, 2025 04:27:50 PM	0:03:44		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		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 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 PM	0:03:59		Internal
677929816546		CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 01:26:35 PM	31 Jul, 2025 01:31:13 PM	30 Jul, 2025 08:19:18 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
677929767290	[redacted]	[redacted]	CTE_Bus_Payment	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929767290			CTE_Bus_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 11:06:17 AM	31 Jul, 2025 01:48:08 PM	30 Jul, 2025 05:46:51 PM	0:05:32		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 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
677929848826	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			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 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929848826			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 01:43:02 PM	31 Jul, 2025 01:50:09 PM	30 Jul, 2025 11:17:07 PM	0:03:56		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			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 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
677929846925			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 01:53:49 PM	31 Jul, 2025 01:59:01 PM	30 Jul, 2025 10:42:00 PM	0:04:34		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 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
676862605390	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			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		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
676862605390			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 03:31:09 AM	31 Jul, 2025 02:31:25 PM	14 Jul, 2025 09:06:37 PM	0:05:52		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			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 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
677929595851			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 12:02:11 AM	31 Jul, 2025 03:46:16 PM	29 Jul, 2025 06:08:53 PM	0:03:25		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	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
676863358784	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_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 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
676863358784			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jul, 2025 09:01:11 AM	31 Jul, 2025 04:26:04 PM	21 Jul, 2025 06:18:22 AM	0:06:45		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 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
677929428732	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929428732			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 04:37:32 PM	31 Jul, 2025 04:38:42 PM	28 Jul, 2025 07:49:33 PM	0:03:18		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			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		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929904252			CTE_Bus_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 05:20:31 PM	31 Jul, 2025 05:35:54 PM	31 Jul, 2025 03:14:04 PM	0:04:08		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	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
677929857676	[redacted]		CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929857676			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 05:58:41 PM	31 Jul, 2025 06:02:02 PM	31 Jul, 2025 10:59:16 AM	0:03:43		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			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		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929361725			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 06:14:55 PM	31 Jul, 2025 06:24:43 PM	28 Jul, 2025 04:35:54 PM	0:04:48		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		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
677929377019	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			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		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929377019			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 06:25:48 PM	31 Jul, 2025 06:46:01 PM	28 Jul, 2025 05:07:42 PM	0:05:22		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_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 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929861304			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 06:38:19 PM	31 Jul, 2025 07:17:27 PM	31 Jul, 2025 12:11:27 PM	0:05:40		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929403126	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929403126			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 07:08:43 PM	31 Jul, 2025 07:25:24 PM	28 Jul, 2025 06:19:52 PM	0:05:28		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929961511			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 07:37:15 PM	31 Jul, 2025 07:51:14 PM	31 Jul, 2025 06:43:13 PM	0:12:10		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
677929728932			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 01:31:51 PM	31 Jul, 2025 08:19:01 PM	30 Jul, 2025 03:28:53 PM	0:09:14		Internal
676862505278			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		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
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862505278		CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Jul, 2025 03:31:19 PM	31 Jul, 2025 10:02:01 PM	14 Jul, 2025 04:17:44 PM	0:05:29		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		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	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		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	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862429854			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854			CTE_Police_Fire		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	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676862429854			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Jul, 2025 08:30:56 AM	31 Jul, 2025 10:18:23 PM	14 Jul, 2025 06:55:24 AM	0:03:06		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_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 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
676863357935			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jul, 2025 05:01:00 AM	31 Jul, 2025 10:22:34 PM	21 Jul, 2025 04:47:07 AM	0:07:05		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
677929542025			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Jul, 2025 09:31:21 PM	31 Jul, 2025 10:25:57 PM	29 Jul, 2025 03:14:52 PM	0:02:19		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 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
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			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 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
676862894007			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Jul, 2025 03:31:30 PM	31 Jul, 2025 10:31:57 PM	16 Jul, 2025 05:53:59 PM	0:04:34		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
651781469353			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 10:34:01 PM	31 Jul, 2025 10:41:13 PM	07 Jul, 2025 02:20:34 PM	0:04:07		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676861619129	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			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 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676861619129			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 10:59:30 PM	31 Jul, 2025 11:06:12 PM	07 Jul, 2025 09:25:25 PM	0:03:09		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			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 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			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 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			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 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676862863190			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Jul, 2025 07:00:50 PM	31 Jul, 2025 11:28:26 PM	16 Jul, 2025 03:28:20 PM	0:03:39		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 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
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			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		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
676863366487			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Jul, 2025 09:01:21 PM	31 Jul, 2025 11:47:38 PM	21 Jul, 2025 12:25:51 PM	0:09:01		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 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
677930025850	[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]	31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677930025850			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 11:51:46 PM	01 Aug, 2025 12:02:47 AM	31 Jul, 2025 09:56:05 PM	0:07:35		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_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 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
677929860862			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Aug, 2025 12:19:50 AM	01 Aug, 2025 12:33:05 AM	31 Jul, 2025 12:05:21 PM	0:05:00		Internal
651781473062			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Jul, 2025 07:30:59 PM	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Jul, 2025 07:30:59 PM	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			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	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Jul, 2025 07:30:59 PM	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Jul, 2025 07:30:59 PM	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Jul, 2025 07:30:59 PM	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Jul, 2025 07:30:59 PM	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Jul, 2025 07:30:59 PM	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Jul, 2025 07:30:59 PM	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Jul, 2025 07:30:59 PM	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Jul, 2025 07:30:59 PM	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			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	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			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	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			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	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Jul, 2025 07:30:59 PM	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Jul, 2025 07:30:59 PM	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			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	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			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	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
651781473062	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Jul, 2025 07:30:59 PM	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			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	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			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	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Jul, 2025 07:30:59 PM	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			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	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			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	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			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	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
651781473062			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	01 Aug, 2025 12:57:26 AM	07 Jul, 2025 02:31:28 PM	0:07:48		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
676863433811			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Aug, 2025 12:57:11 AM	01 Aug, 2025 01:16:53 AM	21 Jul, 2025 03:47:14 PM	0:02:31		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		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
651781527921	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
651781527921			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Jul, 2025 04:30:54 PM	01 Aug, 2025 01:21:33 AM	07 Jul, 2025 04:47:48 PM	0:09:05		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_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 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677929056124			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jul, 2025 07:33:38 PM	01 Aug, 2025 02:33:54 AM	24 Jul, 2025 10:08:46 PM	0:03:00		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 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
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			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		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
677928883099			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Jul, 2025 07:31:17 AM	01 Aug, 2025 02:42:01 AM	23 Jul, 2025 09:04:32 PM	0:03:50		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			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 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			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 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743			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 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		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
676862731743		CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743		CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676862731743		CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				16 Jul, 2025 03:00:44 PM	01 Aug, 2025 03:03:27 AM	15 Jul, 2025 06:11:08 PM	0:04:37		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		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		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863333176		CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Jul, 2025 08:30:58 AM	01 Aug, 2025 03:13:56 AM	20 Jul, 2025 06:09:10 AM	0:04:58		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699		CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676863239699	[redacted]	[redacted]	CTE_Bus_Payment	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699			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		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699			CTE_Bus_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
676863239699			CTE_Bus_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Jul, 2025 03:00:35 AM	01 Aug, 2025 03:22:48 AM	18 Jul, 2025 06:04:56 PM	0:05:12		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929928308			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Aug, 2025 03:19:59 AM	01 Aug, 2025 03:37:59 AM	31 Jul, 2025 04:22:24 PM	0:03:45		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 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
677929790151	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_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 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929790151			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 07:22:55 PM	01 Aug, 2025 11:03:30 AM	30 Jul, 2025 06:43:58 PM	0:03:02		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 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
677929446976	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			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	31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929446976			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	31 Jul, 2025 02:58:34 PM	01 Aug, 2025 11:03:36 AM	28 Jul, 2025 08:06:49 PM	0:03:25		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			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 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929661202			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	30 Jul, 2025 06:44:18 PM	01 Aug, 2025 11:03:45 AM	29 Jul, 2025 10:03:34 PM	0:03:55		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929403490	[redacted]		CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			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 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929403490			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 04:49:29 PM	01 Aug, 2025 11:04:16 AM	28 Jul, 2025 06:38:08 PM	0:03:36		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		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
677929499179	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			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		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677929499179			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 03:16:22 PM	01 Aug, 2025 11:04:32 AM	29 Jul, 2025 12:33:23 PM	0:03:22		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_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 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930057938			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Aug, 2025 01:06:49 PM	01 Aug, 2025 01:12:46 PM	01 Aug, 2025 12:35:05 PM	0:06:23		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal

REDACTED

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
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_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 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677930063863			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Aug, 2025 01:14:04 PM	01 Aug, 2025 01:17:26 PM	01 Aug, 2025 01:09:49 PM	0:03:21		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			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 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677929909648			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 05:31:42 PM	01 Aug, 2025 01:57:05 PM	31 Jul, 2025 03:32:53 PM	0:06:40		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930010778	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			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		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677930010778			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Aug, 2025 02:58:00 PM	01 Aug, 2025 03:02:21 PM	31 Jul, 2025 08:43:54 PM	0:03:06		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			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		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677929776349			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Aug, 2025 03:34:13 AM	01 Aug, 2025 03:53:00 PM	30 Jul, 2025 06:30:30 PM	0:04:42		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930078901	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_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 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677930078901			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Aug, 2025 04:26:15 PM	01 Aug, 2025 04:37:11 PM	01 Aug, 2025 02:01:22 PM	0:04:07		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 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
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_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 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677929279630			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Aug, 2025 04:34:20 PM	01 Aug, 2025 04:37:48 PM	28 Jul, 2025 12:35:51 AM	0:03:13		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			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		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 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
677930085140	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930085140			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Aug, 2025 04:44:05 PM	01 Aug, 2025 04:52:43 PM	01 Aug, 2025 01:52:20 PM	0:03:15		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			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		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930125528			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Aug, 2025 05:30:08 PM	01 Aug, 2025 05:39:25 PM	01 Aug, 2025 04:22:34 PM	0:03:25		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 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
677930207795	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			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		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930207795			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 12:26:05 PM	04 Aug, 2025 12:31:16 PM	01 Aug, 2025 08:33:37 PM	0:02:55		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 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
677930193886	[redacted]		CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			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 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			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 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930193886			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 01:23:08 PM	04 Aug, 2025 01:26:06 PM	01 Aug, 2025 08:07:44 PM	0:02:40		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			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 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930280500			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Aug, 2025 12:01:57 PM	04 Aug, 2025 02:01:08 PM	03 Aug, 2025 06:07:56 AM	0:03:13		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930317041	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_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 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677930317041			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 01:58:54 PM	04 Aug, 2025 02:25:44 PM	04 Aug, 2025 01:11:02 PM	0:05:21		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			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 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677929917177			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Aug, 2025 07:34:36 PM	04 Aug, 2025 02:51:30 PM	31 Jul, 2025 04:01:47 PM	0:04:51		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930334509	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930334509			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 02:50:35 PM	04 Aug, 2025 03:30:15 PM	04 Aug, 2025 02:29:56 PM	0:05:39		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			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		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930293922			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 03:43:08 PM	03 Aug, 2025 07:19:24 PM	0:03:36		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930280697	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_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 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930280697			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Aug, 2025 08:01:49 AM	04 Aug, 2025 04:09:34 PM	03 Aug, 2025 07:16:57 AM	0:02:54		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_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 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930284079			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Aug, 2025 08:00:55 PM	04 Aug, 2025 04:53:38 PM	03 Aug, 2025 12:47:03 PM	0:03:32		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 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
677930389790	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_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 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677930389790			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 05:28:42 PM	04 Aug, 2025 05:55:37 PM	04 Aug, 2025 04:47:12 PM	0:03:47		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929647344	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			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		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677929647344			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 05:55:34 PM	04 Aug, 2025 06:21:41 PM	29 Jul, 2025 09:08:21 PM	0:05:21		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			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 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930152696			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Aug, 2025 06:31:37 AM	04 Aug, 2025 06:49:54 PM	01 Aug, 2025 05:44:05 PM	0:05:24		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 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
677930401948	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_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 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
677930401948			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 05:31:00 PM	04 Aug, 2025 06:59:17 PM	04 Aug, 2025 04:36:53 PM	0:04:21		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 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		01 Aug, 2025 04:13:34 PM	04 Aug, 2025 07:12:47 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	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
677930304479	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_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 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930304479			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 06:45:50 PM	04 Aug, 2025 07:16:06 PM	04 Aug, 2025 10:35:30 AM	0:04:13		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 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
677930376056	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_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 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930376056			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 06:42:12 PM	04 Aug, 2025 07:27:42 PM	04 Aug, 2025 04:10:48 PM	0:05:47		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_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 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930226786			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 07:36:02 PM	04 Aug, 2025 07:39:54 PM	01 Aug, 2025 09:24:54 PM	0:03:27		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 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
677930214435	[redacted]		CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			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 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930214435			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 08:00:10 PM	04 Aug, 2025 08:05:16 PM	01 Aug, 2025 09:01:10 PM	0:03:04		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_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 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930129003			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 08:08:47 PM	04 Aug, 2025 08:42:58 PM	01 Aug, 2025 04:36:01 PM	0:02:40		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 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
677930376817	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Springfield - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930376817			CTE_Res_Default		Springfield - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 08:05:46 PM	04 Aug, 2025 09:40:13 PM	04 Aug, 2025 04:12:58 PM	0:06:04		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930509157			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 11:48:57 AM	05 Aug, 2025 11:53:26 AM	04 Aug, 2025 10:02:20 PM	0:02:39		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			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 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930495666			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 11:54:36 AM	05 Aug, 2025 11:58:53 AM	04 Aug, 2025 09:26:39 PM	0:04:14		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 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
677930066197	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			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 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677930066197			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 12:05:51 PM	05 Aug, 2025 12:08:02 PM	01 Aug, 2025 12:49:41 PM	0:02:59		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677929274595			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Jul, 2025 09:01:14 PM	05 Aug, 2025 12:46:54 PM	27 Jul, 2025 07:54:31 PM	0:06:23		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930236329	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_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 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930236329			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 12:00:41 PM	05 Aug, 2025 12:55:05 PM	01 Aug, 2025 10:01:37 PM	0:04:24		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 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
677930220077	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_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 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930220077			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 01:24:49 PM	05 Aug, 2025 01:31:29 PM	01 Aug, 2025 09:11:36 PM	0:04:18		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_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 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930412194			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 01:58:46 PM	05 Aug, 2025 02:07:48 PM	04 Aug, 2025 05:39:44 PM	0:04:33		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 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
677930484914	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930484914			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 01:01:24 PM	05 Aug, 2025 02:14:36 PM	04 Aug, 2025 08:52:22 PM	0:04:05		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 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
677930318439	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			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 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			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 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677930318439			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 04:41:39 PM	05 Aug, 2025 02:32:14 PM	04 Aug, 2025 01:25:56 PM	0:02:35		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677929877529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:01:34 PM	31 Jul, 2025 01:48:41 PM	0:03:02		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930495047	[redacted]		CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			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		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930495047			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 02:20:55 PM	05 Aug, 2025 03:03:40 PM	04 Aug, 2025 09:12:08 PM	0:04:31		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 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
677930421298	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677930421298			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 03:07:40 PM	05 Aug, 2025 03:11:01 PM	04 Aug, 2025 05:32:37 PM	0:03:02		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677929581576			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Jul, 2025 09:32:05 PM	05 Aug, 2025 03:23:31 PM	29 Jul, 2025 05:23:22 PM	0:02:12		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 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
677930530228	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930530228			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 03:18:52 PM	05 Aug, 2025 03:35:42 PM	05 Aug, 2025 12:32:30 PM	0:04:37		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			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 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930427251			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 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
677930427251	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	05 Aug, 2025 06:24:24 PM	05 Aug, 2025 06:29:06 PM	04 Aug, 2025 06:20:35 PM	0:03:13		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			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 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
677930351101			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 09:30:49 PM	05 Aug, 2025 06:41:05 PM	04 Aug, 2025 02:59:20 PM	0:03:34		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 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
678996615352	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_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 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
678996615352			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 06:33:26 PM	05 Aug, 2025 06:46:15 PM	05 Aug, 2025 05:28:17 PM	0:03:17		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 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		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 04:13:34 PM	05 Aug, 2025 06:49:48 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_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 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		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
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_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 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
678996622820			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 06:55:17 PM	05 Aug, 2025 07:07:17 PM	05 Aug, 2025 05:47:46 PM	0:02:28		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_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 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677930404210			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 07:00:24 PM	05 Aug, 2025 09:00:16 PM	04 Aug, 2025 04:42:49 PM	0:08:16		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677929230000	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_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 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
677929230000			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Aug, 2025 01:19:49 PM	06 Aug, 2025 01:22:03 PM	26 Jul, 2025 02:26:36 AM	0:03:44		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:24:28 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 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
678996633443	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_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 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996633443			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Aug, 2025 01:29:19 PM	06 Aug, 2025 01:41:11 PM	05 Aug, 2025 06:23:54 PM	0:05:14		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996685058	[redacted]		CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
678996685058			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 11:00:29 PM	06 Aug, 2025 01:50:09 PM	05 Aug, 2025 08:56:46 PM	0:05:39		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 01:54:13 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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]	01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 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		01 Aug, 2025 04:13:34 PM	06 Aug, 2025 02:27:34 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
676862620476			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 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		05 Aug, 2025 06:32:23 PM	06 Aug, 2025 02:38:57 PM	14 Jul, 2025 10:55:30 PM	0:02:48		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		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
677930319500	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_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 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
677930319500			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	06 Aug, 2025 03:28:58 PM	06 Aug, 2025 03:34:46 PM	04 Aug, 2025 01:22:37 PM	0:03:21		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 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
678996585003	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			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 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996585003			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Aug, 2025 03:41:19 PM	06 Aug, 2025 03:46:29 PM	05 Aug, 2025 03:51:07 PM	0:02:48		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996761112			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Aug, 2025 04:27:41 PM	06 Aug, 2025 04:43:41 PM	06 Aug, 2025 02:40:21 PM	0:03:12		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 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
678996603537	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			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 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
678996603537			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Aug, 2025 05:49:58 PM	06 Aug, 2025 05:53:14 PM	05 Aug, 2025 04:53:59 PM	0:03:35		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930055679	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			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		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930055679			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Aug, 2025 05:48:32 PM	06 Aug, 2025 06:03:18 PM	01 Aug, 2025 12:02:31 PM	0:02:10		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 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
677930515149	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_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 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
677930515149			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Aug, 2025 06:12:14 PM	06 Aug, 2025 06:17:05 PM	04 Aug, 2025 11:12:31 PM	0:03:14		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_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 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996584169			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Aug, 2025 06:12:48 PM	06 Aug, 2025 06:18:23 PM	05 Aug, 2025 03:49:45 PM	0:04:29		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 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
678996798740	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996798740			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Aug, 2025 06:26:07 PM	06 Aug, 2025 06:37:25 PM	06 Aug, 2025 04:50:16 PM	0:03:15		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 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
678996689234	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			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 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
678996689234			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Aug, 2025 07:09:17 PM	06 Aug, 2025 07:14:49 PM	05 Aug, 2025 09:06:00 PM	0:03:00		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			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		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
677930493970			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 03:00:22 PM	06 Aug, 2025 09:26:42 PM	04 Aug, 2025 09:23:52 PM	0:05:21		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996704289	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_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 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996704289			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Aug, 2025 01:01:10 AM	07 Aug, 2025 01:40:06 PM	05 Aug, 2025 09:56:46 PM	0:06:46		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_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 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
678996577952			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Aug, 2025 07:13:36 PM	07 Aug, 2025 01:55:41 PM	05 Aug, 2025 03:31:17 PM	0:03:21		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			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 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Aug, 2025 04:16:47 PM	07 Aug, 2025 01:55:54 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 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
677929990109	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			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		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
677929990109			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Aug, 2025 03:34:41 PM	07 Aug, 2025 01:56:46 PM	31 Jul, 2025 07:35:13 PM	0:02:19		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			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 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
678996629343			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Aug, 2025 05:01:13 PM	07 Aug, 2025 02:05:51 PM	05 Aug, 2025 06:05:29 PM	0:03:34		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 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
677930284038	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			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 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
677930284038			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Aug, 2025 04:01:10 PM	07 Aug, 2025 02:17:16 PM	03 Aug, 2025 12:41:44 PM	0:02:22		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			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 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
676862693930			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 02:06:13 PM	07 Aug, 2025 02:17:52 PM	15 Jul, 2025 03:45:28 PM	0:05:50		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 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
678996911148	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_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 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996911148			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 02:24:04 PM	07 Aug, 2025 02:35:30 PM	07 Aug, 2025 01:09:42 PM	0:03:17		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			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 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	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
678996716218	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
678996716218			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Aug, 2025 09:00:59 AM	07 Aug, 2025 03:20:19 PM	06 Aug, 2025 05:59:53 AM	0:02:01		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			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 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
677930178912			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Aug, 2025 10:31:35 AM	07 Aug, 2025 03:32:59 PM	01 Aug, 2025 07:19:18 PM	0:05:11		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 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
678996687200	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			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 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996687200			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 03:21:08 PM	07 Aug, 2025 04:00:55 PM	05 Aug, 2025 09:02:32 PM	0:03:25		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
678996918511			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 04:00:34 PM	07 Aug, 2025 04:09:54 PM	07 Aug, 2025 01:43:25 PM	0:06:13		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		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
677930195249	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_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 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
677930195249			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 04:22:55 PM	07 Aug, 2025 04:42:16 PM	01 Aug, 2025 08:06:12 PM	0:03:42		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			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 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
678996701802			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 04:01:01 AM	07 Aug, 2025 04:43:46 PM	05 Aug, 2025 09:48:42 PM	0:03:57		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		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
677930401764	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_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 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
677930401764			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	07 Aug, 2025 04:53:36 PM	07 Aug, 2025 05:07:17 PM	04 Aug, 2025 05:16:13 PM	0:03:49		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 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
678996858849	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			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 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
678996858849			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 05:46:11 PM	07 Aug, 2025 05:57:49 PM	06 Aug, 2025 08:14:36 PM	0:03:41		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_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 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
677930222035			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 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
677930222035	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	07 Aug, 2025 06:07:10 PM	07 Aug, 2025 06:21:00 PM	01 Aug, 2025 09:17:04 PM	0:04:50		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_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 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
678996683508			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 06:57:45 PM	07 Aug, 2025 07:07:36 PM	05 Aug, 2025 08:51:34 PM	0:03:25		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 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
677930229135	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_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 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
677930229135			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	07 Aug, 2025 07:12:32 PM	07 Aug, 2025 07:18:47 PM	01 Aug, 2025 09:31:48 PM	0:03:13		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			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	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
678997009245			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	07 Aug, 2025 08:01:06 PM	07 Aug, 2025 09:01:52 PM	07 Aug, 2025 06:52:33 PM	0:08:16		Internal
677930319151			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		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
677930319151		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151		CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930319151		CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 09:52:29 PM	07 Aug, 2025 10:12:45 PM	04 Aug, 2025 01:22:24 PM	0:03:06		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_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 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930365563		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 10:14:39 PM	07 Aug, 2025 10:21:38 PM	04 Aug, 2025 03:41:15 PM	0:05:23		Internal
677930440233		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 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
677930440233			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
677930440233			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Aug, 2025 01:33:37 PM	08 Aug, 2025 01:47:25 PM	04 Aug, 2025 06:51:07 PM	0:05:41		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 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
678997051848	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997051848			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Aug, 2025 02:00:15 PM	08 Aug, 2025 02:06:19 PM	07 Aug, 2025 09:39:24 PM	0:04:14		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678997042367			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Aug, 2025 03:30:56 AM	08 Aug, 2025 02:17:04 PM	07 Aug, 2025 08:59:06 PM	0:02:53		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 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
678996560594	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			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 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996560594			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 12:01:13 AM	08 Aug, 2025 02:28:32 PM	05 Aug, 2025 02:11:56 PM	0:03:56		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			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		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996865050			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Aug, 2025 02:18:35 PM	08 Aug, 2025 02:29:19 PM	06 Aug, 2025 08:36:46 PM	0:04:22		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 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
678996962006	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_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 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678996962006			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Aug, 2025 02:30:17 PM	08 Aug, 2025 02:34:27 PM	07 Aug, 2025 04:00:09 PM	0:03:25		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 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
678997017434	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_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 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678997017434			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Aug, 2025 02:38:36 PM	08 Aug, 2025 02:41:45 PM	07 Aug, 2025 07:16:08 PM	0:02:56		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678996868432			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 03:20:56 PM	08 Aug, 2025 02:45:02 PM	06 Aug, 2025 08:50:48 PM	0:04:30		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 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
678997074770	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678997074770			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Aug, 2025 02:45:08 PM	08 Aug, 2025 02:52:36 PM	08 Aug, 2025 12:07:23 PM	0:04:15		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 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
678996860680	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			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 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
678996860680			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 12:00:58 PM	08 Aug, 2025 08:36:44 PM	06 Aug, 2025 08:41:55 PM	0:02:23		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_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 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930265245			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Aug, 2025 06:31:36 PM	08 Aug, 2025 08:43:17 PM	02 Aug, 2025 04:52:00 PM	0:02:34		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		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
677930302352	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_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 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
677930302352			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 09:30:42 AM	08 Aug, 2025 08:55:30 PM	04 Aug, 2025 04:01:32 AM	0:03:35		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			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		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
678996869064			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 04:01:01 AM	08 Aug, 2025 09:02:03 PM	06 Aug, 2025 08:56:58 PM	0:03:15		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 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
677929772022	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			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		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929772022			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Jul, 2025 08:01:58 PM	08 Aug, 2025 09:02:03 PM	30 Jul, 2025 05:41:09 PM	0:03:24		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
677929695322			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Aug, 2025 07:34:50 AM	11 Aug, 2025 01:33:48 PM	30 Jul, 2025 01:43:33 PM	0:03:51		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997289449	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			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 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
678997289449			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 01:52:25 PM	11 Aug, 2025 01:56:18 PM	11 Aug, 2025 11:54:29 AM	0:04:06		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_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 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308762			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 01:31:00 PM	11 Aug, 2025 02:26:53 PM	04 Aug, 2025 12:16:23 PM	0:03:56		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		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
677930308517	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			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 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
677930308517			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	04 Aug, 2025 01:30:47 PM	11 Aug, 2025 02:32:40 PM	04 Aug, 2025 12:15:14 PM	0:04:19		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		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
678997236298		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298		CTE_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 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678997236298		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 02:38:11 PM	11 Aug, 2025 02:41:28 PM	09 Aug, 2025 02:52:26 AM	0:02:54		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678996681152		CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 08:01:06 PM	11 Aug, 2025 03:04:42 PM	05 Aug, 2025 08:31:57 PM	0:05:30		Internal
678997074015		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997074015	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			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 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
678997074015			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 03:04:53 PM	11 Aug, 2025 03:19:33 PM	08 Aug, 2025 12:02:50 PM	0:03:06		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 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
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			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 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930202247			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 03:24:39 PM	11 Aug, 2025 03:27:46 PM	01 Aug, 2025 08:26:47 PM	0:05:44		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			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 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			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 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930343933			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:28:44 PM	04 Aug, 2025 02:51:24 PM	0:02:37		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930484480	[redacted]		CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			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 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			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 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
677930484480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 08:01:12 PM	11 Aug, 2025 03:39:10 PM	04 Aug, 2025 08:43:05 PM	0:06:53		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			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		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678996776029			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Aug, 2025 03:30:59 PM	11 Aug, 2025 04:20:25 PM	06 Aug, 2025 03:55:32 PM	0:06:01		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 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
678997319947	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_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 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997319947			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 04:10:47 PM	11 Aug, 2025 04:22:23 PM	11 Aug, 2025 02:27:26 PM	0:04:22		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997313420	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997313420			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 03:00:53 PM	11 Aug, 2025 04:43:53 PM	11 Aug, 2025 02:02:14 PM	0:04:30		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997004997			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Aug, 2025 03:20:05 PM	11 Aug, 2025 05:29:25 PM	07 Aug, 2025 06:49:54 PM	0:03:27		Internal
678997310761			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		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
678997310761	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		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 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997310761		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 06:03:30 PM	11 Aug, 2025 06:09:22 PM	11 Aug, 2025 01:52:35 PM	0:02:48		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 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
678997272827	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827			CTE_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 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
678997272827			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 03:00:34 AM	11 Aug, 2025 06:11:44 PM	10 Aug, 2025 04:31:29 PM	0:03:51		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			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 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
677930056780			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 05:58:16 PM	11 Aug, 2025 06:23:53 PM	01 Aug, 2025 12:11:33 PM	0:02:21		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997264967	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_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 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997264967			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Aug, 2025 09:30:35 AM	11 Aug, 2025 06:25:52 PM	10 Aug, 2025 04:03:17 AM	0:06:25		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			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 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997277977			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 06:15:25 PM	11 Aug, 2025 06:30:45 PM	10 Aug, 2025 08:43:21 PM	0:02:07		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 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
678997017361	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997017361			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Aug, 2025 07:30:50 AM	11 Aug, 2025 06:37:51 PM	07 Aug, 2025 07:30:15 PM	0:05:56		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_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 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997043533			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 06:44:45 PM	11 Aug, 2025 06:56:06 PM	07 Aug, 2025 08:58:18 PM	0:05:10		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 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
678997290410	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_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 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678997290410			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 07:04:06 PM	11 Aug, 2025 07:09:15 PM	11 Aug, 2025 12:07:29 PM	0:03:30		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 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
678996861555	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			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 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678996861555			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Aug, 2025 03:14:28 PM	11 Aug, 2025 07:14:08 PM	06 Aug, 2025 08:44:11 PM	0:05:06		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_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 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997290054			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 07:16:00 PM	11 Aug, 2025 07:22:56 PM	11 Aug, 2025 12:01:27 PM	0:05:14		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997352041	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_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 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997352041			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 07:18:57 PM	11 Aug, 2025 07:25:04 PM	11 Aug, 2025 03:59:51 PM	0:05:10		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		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
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			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 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
678997206967			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 06:56:57 PM	11 Aug, 2025 07:38:04 PM	08 Aug, 2025 08:49:25 PM	0:02:25		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			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		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
677930324438			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 08:02:40 PM	11 Aug, 2025 08:10:45 PM	04 Aug, 2025 01:15:29 PM	0:05:19		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997140865	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_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 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
678997140865			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 08:19:07 PM	11 Aug, 2025 08:22:57 PM	08 Aug, 2025 04:54:45 PM	0:04:05		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
677930468730			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 07:00:25 PM	11 Aug, 2025 09:10:47 PM	04 Aug, 2025 08:10:30 PM	0:07:48		Internal
678997234017			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Aug, 2025 02:00:47 AM	11 Aug, 2025 09:27:01 PM	09 Aug, 2025 12:05:24 AM	0:02:04		Internal
678997234017			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Aug, 2025 02:00:47 AM	11 Aug, 2025 09:27:01 PM	09 Aug, 2025 12:05:24 AM	0:02:04		Internal
678997234017			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Aug, 2025 02:00:47 AM	11 Aug, 2025 09:27:01 PM	09 Aug, 2025 12:05:24 AM	0:02:04		Internal
678997234017			CTE_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 Aug, 2025 02:00:47 AM	11 Aug, 2025 09:27:01 PM	09 Aug, 2025 12:05:24 AM	0:02:04		Internal
678997234017			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Aug, 2025 02:00:47 AM	11 Aug, 2025 09:27:01 PM	09 Aug, 2025 12:05:24 AM	0:02:04		Internal
678997234017			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Aug, 2025 02:00:47 AM	11 Aug, 2025 09:27:01 PM	09 Aug, 2025 12:05:24 AM	0:02:04		Internal
678997234017			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Aug, 2025 02:00:47 AM	11 Aug, 2025 09:27:01 PM	09 Aug, 2025 12:05:24 AM	0:02:04		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		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
678997336399	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678997336399			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Aug, 2025 11:53:35 AM	12 Aug, 2025 12:06:29 PM	11 Aug, 2025 02:41:28 PM	0:06:11		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 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
678996611046	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_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 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678996611046			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 03:21:00 PM	12 Aug, 2025 12:11:28 PM	05 Aug, 2025 04:46:16 PM	0:05:23		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			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		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678997226973			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Aug, 2025 12:29:21 PM	12 Aug, 2025 12:49:43 PM	08 Aug, 2025 09:54:40 PM	0:04:18		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996955476	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678996955476			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Aug, 2025 01:51:16 PM	12 Aug, 2025 02:01:34 PM	07 Aug, 2025 03:36:49 PM	0:05:19		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		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
678997482948		CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948		CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948		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		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948		CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948		CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997482948		CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Aug, 2025 02:27:54 PM	12 Aug, 2025 02:35:56 PM	11 Aug, 2025 10:15:00 PM	0:02:32		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		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 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997176492		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Aug, 2025 02:23:33 PM	12 Aug, 2025 02:43:39 PM	08 Aug, 2025 07:12:44 PM	0:03:14		Internal
678997500341		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		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
678997500341	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997500341			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Aug, 2025 03:55:48 PM	12 Aug, 2025 04:13:10 PM	12 Aug, 2025 12:06:22 PM	0:05:26		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997568041	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
678997568041			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Aug, 2025 04:24:00 PM	12 Aug, 2025 04:57:14 PM	12 Aug, 2025 03:54:17 PM	0:03:19		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930302354			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 05:30:34 AM	12 Aug, 2025 06:52:57 PM	04 Aug, 2025 04:01:21 AM	0:08:26		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_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 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	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
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_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 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930524587			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Aug, 2025 05:51:42 PM	12 Aug, 2025 07:00:08 PM	05 Aug, 2025 11:13:11 AM	0:03:17		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
677930486425			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 03:20:52 PM	12 Aug, 2025 07:12:15 PM	04 Aug, 2025 08:59:49 PM	0:07:20		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997267660	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_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 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678997267660			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Aug, 2025 01:30:43 PM	12 Aug, 2025 08:05:12 PM	10 Aug, 2025 12:35:24 PM	0:03:06		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996909185	[redacted]	[redacted]	CTE_Res_Outage_Span	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678996909185			CTE_Res_Outage_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Aug, 2025 02:08:58 PM	12 Aug, 2025 08:16:21 PM	07 Aug, 2025 12:49:52 PM	0:04:38		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			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 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997480375			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Aug, 2025 06:00:31 AM	12 Aug, 2025 09:01:04 PM	11 Aug, 2025 10:10:21 PM	0:04:42		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			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 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997380380			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Aug, 2025 08:58:27 PM	12 Aug, 2025 09:09:11 PM	11 Aug, 2025 04:53:14 PM	0:05:09		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		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
678997476199	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			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	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997476199			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Aug, 2025 09:08:25 PM	12 Aug, 2025 09:20:52 PM	11 Aug, 2025 09:40:36 PM	0:04:25		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			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 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			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 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997336424			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	11 Aug, 2025 03:00:53 PM	12 Aug, 2025 11:40:33 PM	11 Aug, 2025 02:34:36 PM	0:08:06		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 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
678997446639	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997446639			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 12:24:44 AM	11 Aug, 2025 08:31:51 PM	0:03:26		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 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
678997278627	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_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 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678997278627			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 11:56:47 AM	13 Aug, 2025 12:06:27 PM	10 Aug, 2025 09:21:22 PM	0:03:01		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_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 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678996987785			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 12:14:37 PM	13 Aug, 2025 12:24:05 PM	07 Aug, 2025 05:31:35 PM	0:03:33		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 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
678997480762	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_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 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997480762			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 12:36:28 PM	13 Aug, 2025 12:40:43 PM	11 Aug, 2025 10:01:57 PM	0:03:24		Internal
678997694409			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997694409		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409		CTE_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 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997694409		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 12:26:02 PM	13 Aug, 2025 12:43:00 PM	13 Aug, 2025 12:11:16 PM	0:03:27		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_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 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997531157		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 12:51:57 PM	13 Aug, 2025 01:18:33 PM	12 Aug, 2025 02:11:38 PM	0:05:29		Internal
678997667436		CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436		CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436		CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436		CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436		CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436		CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997667436	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			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		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997667436			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 01:34:03 PM	13 Aug, 2025 01:37:37 PM	12 Aug, 2025 09:20:37 PM	0:03:44		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997293602	[redacted]		CTE_Res_Moving	[redacted]	Springfield - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textare		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997293602			CTE_Res_Moving		Springfield - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Aug, 2025 10:00:37 PM	13 Aug, 2025 02:25:06 PM	11 Aug, 2025 12:37:36 PM	0:04:31		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997632283			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 02:22:00 PM	13 Aug, 2025 02:25:09 PM	12 Aug, 2025 07:58:39 PM	0:01:55		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		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
678997702296	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_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 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997702296			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 01:25:56 PM	13 Aug, 2025 02:27:23 PM	13 Aug, 2025 01:09:32 PM	0:05:22		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678997425088			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 02:26:22 PM	13 Aug, 2025 02:31:29 PM	11 Aug, 2025 06:57:10 PM	0:02:43		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 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
678996981900	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			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 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678996981900			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 02:44:17 PM	13 Aug, 2025 02:51:03 PM	07 Aug, 2025 05:27:07 PM	0:05:23		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997734295			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 03:36:35 PM	13 Aug, 2025 03:40:23 PM	13 Aug, 2025 03:14:51 PM	0:03:42		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 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
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997581587			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 02:57:48 PM	13 Aug, 2025 03:46:13 PM	12 Aug, 2025 05:01:33 PM	0:03:29		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997369006			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Aug, 2025 02:00:47 PM	13 Aug, 2025 03:52:27 PM	11 Aug, 2025 04:21:16 PM	0:06:54		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		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
678997133322	[redacted]		CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			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 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678997133322			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 03:57:39 PM	13 Aug, 2025 04:02:25 PM	08 Aug, 2025 04:24:31 PM	0:03:05		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_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 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678996932368			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 04:02:17 PM	13 Aug, 2025 04:32:56 PM	07 Aug, 2025 02:32:23 PM	0:06:10		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_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 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997188658			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997188658	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	13 Aug, 2025 04:30:58 PM	13 Aug, 2025 04:36:36 PM	08 Aug, 2025 07:52:01 PM	0:03:45		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_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 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997461064			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 04:42:41 PM	13 Aug, 2025 04:48:50 PM	11 Aug, 2025 09:07:27 PM	0:06:05		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997227104		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104		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 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104		CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997227104		CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 04:56:13 PM	13 Aug, 2025 05:03:01 PM	08 Aug, 2025 10:01:12 PM	0:02:44		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_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 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
678997709899		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 04:55:35 PM	13 Aug, 2025 05:03:41 PM	13 Aug, 2025 01:43:04 PM	0:04:55		Internal
677930107569		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 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
677930107569	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930107569			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 05:05:37 PM	13 Aug, 2025 05:12:30 PM	01 Aug, 2025 03:02:50 PM	0:03:11		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			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 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
677930555485			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 12:00:58 PM	13 Aug, 2025 05:20:02 PM	05 Aug, 2025 02:17:35 PM	0:08:05		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 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
678997416774	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			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 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997416774			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 04:01:17 PM	13 Aug, 2025 05:36:05 PM	11 Aug, 2025 06:24:35 PM	0:04:17		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_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 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997720232			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 05:30:29 PM	13 Aug, 2025 05:39:49 PM	13 Aug, 2025 02:19:41 PM	0:05:47		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		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
678997743440	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_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 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997743440			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 06:08:12 PM	13 Aug, 2025 06:17:24 PM	13 Aug, 2025 03:43:02 PM	0:05:53		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		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
678997365913	[redacted]		CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			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 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997365913			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 06:35:06 PM	13 Aug, 2025 06:41:31 PM	11 Aug, 2025 03:56:12 PM	0:03:30		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_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 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678997752139			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 07:17:04 PM	13 Aug, 2025 07:24:34 PM	13 Aug, 2025 04:16:17 PM	0:03:18		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 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
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			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 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			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 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
678996601279			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 08:01:12 PM	13 Aug, 2025 11:37:48 PM	05 Aug, 2025 04:51:49 PM	0:02:23		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
677930374113			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 03:00:30 PM	14 Aug, 2025 12:02:51 AM	04 Aug, 2025 04:19:45 PM	0:02:44		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		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
678997469608	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			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 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678997469608			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Aug, 2025 02:00:39 PM	14 Aug, 2025 01:55:37 AM	11 Aug, 2025 09:32:53 PM	0:03:03		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996837183	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_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 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678996837183			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Aug, 2025 04:01:03 PM	14 Aug, 2025 02:08:33 AM	06 Aug, 2025 07:00:59 PM	0:05:05		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			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 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997523228			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 08:31:03 AM	14 Aug, 2025 12:56:17 PM	12 Aug, 2025 01:49:39 PM	0:03:18		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997115603	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			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 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
678997115603			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Aug, 2025 06:00:44 AM	14 Aug, 2025 01:55:35 PM	08 Aug, 2025 03:15:28 PM	0:02:03		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			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 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
677930117239			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 02:23:05 PM	14 Aug, 2025 02:28:45 PM	01 Aug, 2025 03:29:05 PM	0:03:04		Internal
678996737784			CTE_Res_Moving		Springfield - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784			CTE_Res_Moving		Springfield - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784			CTE_Res_Moving		Springfield - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		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
678996737784		CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784		CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784		CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784		CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784		CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784		CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784		CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784		CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784		CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784		CTE_Res_Moving		Springfield - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784		CTE_Res_Moving		Springfield - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678996737784		CTE_Res_Moving		Springfield - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Aug, 2025 04:00:59 AM	14 Aug, 2025 02:32:37 PM	06 Aug, 2025 01:41:26 PM	0:07:16		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997098631			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997098631			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 02:44:42 PM	14 Aug, 2025 02:48:12 PM	08 Aug, 2025 02:21:31 PM	0:02:17		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997710798			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 03:08:44 PM	14 Aug, 2025 03:11:23 PM	13 Aug, 2025 02:02:54 PM	0:02:29		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 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
678997542120	[redacted]		CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
678997542120			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 03:15:18 PM	14 Aug, 2025 03:17:58 PM	12 Aug, 2025 03:01:51 PM	0:02:02		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 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
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			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 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
677930532759			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 05:11:01 PM	14 Aug, 2025 05:16:17 PM	05 Aug, 2025 12:47:19 PM	0:03:13		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997877399			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 04:45:58 PM	14 Aug, 2025 05:28:23 PM	14 Aug, 2025 12:38:19 PM	0:06:55		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997395396	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_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 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997395396			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 05:02:54 PM	14 Aug, 2025 05:33:33 PM	11 Aug, 2025 06:03:17 PM	0:03:39		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		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
678997829162	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_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 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997829162			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	14 Aug, 2025 05:44:13 PM	14 Aug, 2025 05:54:08 PM	13 Aug, 2025 08:51:16 PM	0:03:05		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
678997850611			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	14 Aug, 2025 05:51:13 PM	14 Aug, 2025 05:56:20 PM	13 Aug, 2025 10:01:02 PM	0:03:13		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 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
677930531852	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
677930531852			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 03:00:29 PM	14 Aug, 2025 06:23:39 PM	05 Aug, 2025 01:32:48 PM	0:05:37		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 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
678997780281	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
678997780281			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 06:24:50 PM	14 Aug, 2025 06:36:18 PM	13 Aug, 2025 05:59:52 PM	0:02:51		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			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 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
677930089602			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 07:21:58 PM	14 Aug, 2025 07:28:50 PM	01 Aug, 2025 02:12:14 PM	0:03:24		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 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
678997269379	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_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 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997269379			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 07:14:32 PM	14 Aug, 2025 07:29:41 PM	10 Aug, 2025 02:00:06 PM	0:03:11		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 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
678997299349	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			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 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997299349			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 12:13:19 PM	15 Aug, 2025 12:20:59 PM	11 Aug, 2025 01:10:27 PM	0:03:08		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			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		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997976199			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 01:33:20 PM	15 Aug, 2025 01:43:25 PM	14 Aug, 2025 06:57:57 PM	0:05:01		Internal
678997903208			CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208			CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208			CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208			CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208			CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208			CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208			CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208			CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208			CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		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
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997903208		CTE_Res_Resolution_Escalation		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 08:30:58 AM	15 Aug, 2025 02:13:20 PM	14 Aug, 2025 02:44:15 PM	0:07:32		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		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 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678997761946		CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 12:31:00 AM	15 Aug, 2025 02:24:54 PM	13 Aug, 2025 04:56:26 PM	0:03:17		Internal
678998071755		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
678998071755		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
678998071755		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
678998071755		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
678998071755		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
678998071755		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
678998071755		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
678998071755		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
678998071755		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
678998071755		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
678998071755		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
678998071755		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
678998071755		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
678998071755		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 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
6789980717 55	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
6789980717 55			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
6789980717 55			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
6789980717 55			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
6789980717 55			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
6789980717 55			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
6789980717 55			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
6789980717 55			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
6789980717 55			CTE_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 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
6789980717 55			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
6789980717 55			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
6789980717 55			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 02:24:34 PM	15 Aug, 2025 02:33:17 PM	15 Aug, 2025 01:39:14 PM	0:05:14		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_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 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789980515 80			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 02:37:51 PM	15 Aug, 2025 02:42:19 PM	15 Aug, 2025 12:07:59 PM	0:05:37		Internal
6789974408 91			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
6789974408 91			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
6789974408 91			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
6789974408 91			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
6789974408 91			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
6789974408 91			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
6789974408 91			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
6789974408 91			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
6789974408 91			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
6789974408 91			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 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
678997440891	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997440891			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997440891			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997440891			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997440891			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997440891			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997440891			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997440891			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997440891			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997440891			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997440891			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997440891			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997440891			CTE_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 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997440891			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997440891			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997440891			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 02:24:39 PM	15 Aug, 2025 02:49:43 PM	11 Aug, 2025 08:06:14 PM	0:02:38		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997861593	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			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 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997861593			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 02:38:40 PM	15 Aug, 2025 03:01:59 PM	13 Aug, 2025 11:40:24 PM	0:03:54		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_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 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678997844390			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 03:49:07 PM	15 Aug, 2025 03:52:54 PM	13 Aug, 2025 09:16:32 PM	0:02:56		Internal
678996858643			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		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
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		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 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678996858643		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 03:36:52 PM	15 Aug, 2025 04:17:04 PM	06 Aug, 2025 08:18:00 PM	0:06:01		Internal
678998029664		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998029664	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664			CTE_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 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678998029664			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 04:25:34 PM	15 Aug, 2025 05:09:54 PM	14 Aug, 2025 09:48:43 PM	0:04:52		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_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 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997318244			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 06:53:20 PM	15 Aug, 2025 06:56:54 PM	11 Aug, 2025 02:22:01 PM	0:05:05		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 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
678997032643	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			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 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997032643			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 07:02:24 PM	15 Aug, 2025 07:07:23 PM	07 Aug, 2025 08:09:48 PM	0:03:19		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		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
678997500286	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			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 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997500286			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 07:08:43 PM	15 Aug, 2025 07:33:13 PM	12 Aug, 2025 12:05:14 PM	0:03:26		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_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 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997392495			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 07:03:41 PM	15 Aug, 2025 08:01:04 PM	11 Aug, 2025 05:54:52 PM	0:05:39		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 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
678997439853	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_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 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678997439853			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	17 Aug, 2025 09:57:09 PM	17 Aug, 2025 10:05:01 PM	11 Aug, 2025 08:05:08 PM	0:05:03		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			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 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998193382			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Aug, 2025 10:11:36 PM	17 Aug, 2025 10:42:20 PM	15 Aug, 2025 09:12:31 PM	0:06:38		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			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 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998204423			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Aug, 2025 12:31:04 PM	18 Aug, 2025 12:35:14 PM	15 Aug, 2025 09:55:03 PM	0:03:05		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_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 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		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
678998104179	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998104179			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	18 Aug, 2025 12:41:28 PM	18 Aug, 2025 12:45:56 PM	15 Aug, 2025 04:12:27 PM	0:04:47		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_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 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678998060363			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	18 Aug, 2025 12:55:26 PM	18 Aug, 2025 12:59:37 PM	15 Aug, 2025 01:26:57 PM	0:04:02		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997655492	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			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 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997655492			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Aug, 2025 02:22:21 PM	18 Aug, 2025 02:27:20 PM	12 Aug, 2025 08:33:55 PM	0:03:44		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997795783			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 12:31:03 AM	18 Aug, 2025 02:40:10 PM	13 Aug, 2025 06:23:09 PM	0:03:12		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 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
678997222418	[redacted]		CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			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 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678997222418			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 08:15:48 PM	18 Aug, 2025 03:47:22 PM	08 Aug, 2025 09:43:56 PM	0:04:47		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 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
678998247990	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_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 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678998247990			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	18 Aug, 2025 03:53:56 PM	18 Aug, 2025 03:57:43 PM	17 Aug, 2025 02:15:47 PM	0:04:29		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_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 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678997867051			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	15 Aug, 2025 12:31:08 PM	18 Aug, 2025 04:08:46 PM	14 Aug, 2025 03:43:01 AM	0:04:19		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	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
678998263014	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_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 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998263014			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Aug, 2025 04:26:07 PM	18 Aug, 2025 04:32:23 PM	18 Aug, 2025 02:51:09 AM	0:03:33		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_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 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998199964			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Aug, 2025 04:32:34 PM	18 Aug, 2025 04:41:53 PM	15 Aug, 2025 09:38:35 PM	0:02:30		Internal
678998032003			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		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
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		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		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678998032003		CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Aug, 2025 04:58:20 PM	18 Aug, 2025 05:18:29 PM	14 Aug, 2025 09:38:34 PM	0:02:50		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997295366	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366			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 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678997295366			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 07:00:41 PM	18 Aug, 2025 05:36:53 PM	11 Aug, 2025 12:49:45 PM	0:03:57		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_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 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998104067			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Aug, 2025 05:32:50 PM	18 Aug, 2025 05:53:46 PM	15 Aug, 2025 03:32:42 PM	0:03:36		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998275202	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998275202			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Aug, 2025 02:31:15 PM	18 Aug, 2025 06:27:12 PM	18 Aug, 2025 12:47:50 PM	0:03:44		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			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 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998078935			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998078935	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	18 Aug, 2025 06:20:56 PM	18 Aug, 2025 06:36:34 PM	15 Aug, 2025 02:06:55 PM	0:03:20		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_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 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678998374292			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Aug, 2025 07:30:46 PM	18 Aug, 2025 07:36:55 PM	18 Aug, 2025 06:14:38 PM	0:04:28		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 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
678997414753	[redacted]		CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			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 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997414753			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Aug, 2025 10:00:32 AM	18 Aug, 2025 07:55:53 PM	11 Aug, 2025 06:25:37 PM	0:06:57		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997343331			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 08:31:18 PM	18 Aug, 2025 09:49:02 PM	11 Aug, 2025 03:42:16 PM	0:04:38		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 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
678997822386	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678997822386			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Aug, 2025 09:55:09 PM	18 Aug, 2025 09:59:39 PM	13 Aug, 2025 08:19:22 PM	0:03:50		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_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 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998436442			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Aug, 2025 01:16:42 PM	19 Aug, 2025 01:24:52 PM	18 Aug, 2025 09:10:28 PM	0:05:34		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 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
678998332293	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_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 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678998332293			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Aug, 2025 01:11:10 PM	19 Aug, 2025 01:28:35 PM	18 Aug, 2025 04:13:08 PM	0:03:07		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			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 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678997828832			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Aug, 2025 04:04:08 PM	19 Aug, 2025 01:29:53 PM	13 Aug, 2025 08:30:11 PM	0:05:37		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		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
678998095833	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_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 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Aug, 2025 11:51:20 AM	19 Aug, 2025 02:52:11 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 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
678998431217	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998431217			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Aug, 2025 02:12:02 PM	19 Aug, 2025 02:59:28 PM	18 Aug, 2025 08:55:52 PM	0:03:39		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998184385			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Aug, 2025 04:08:13 PM	19 Aug, 2025 04:13:19 PM	15 Aug, 2025 08:41:15 PM	0:04:57		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 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
678998385222	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_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 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
678998385222			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Aug, 2025 04:24:46 PM	19 Aug, 2025 04:37:55 PM	18 Aug, 2025 06:50:43 PM	0:04:07		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 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
677930511040	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			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 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
677930511040			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Aug, 2025 04:50:24 PM	19 Aug, 2025 05:19:04 PM	04 Aug, 2025 10:13:45 PM	0:04:04		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_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 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998486666			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Aug, 2025 05:43:10 PM	19 Aug, 2025 05:54:42 PM	19 Aug, 2025 01:19:43 PM	0:04:40		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998544501	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_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 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678998544501			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Aug, 2025 06:16:40 PM	19 Aug, 2025 06:42:55 PM	19 Aug, 2025 05:05:36 PM	0:02:32		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997645445	[redacted]		CTE_Bus_Default	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			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		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678997645445			CTE_Bus_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Aug, 2025 01:33:30 PM	19 Aug, 2025 06:49:20 PM	12 Aug, 2025 08:38:15 PM	0:04:35		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_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 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
678998250772			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Aug, 2025 05:01:10 PM	19 Aug, 2025 07:17:16 PM	17 Aug, 2025 04:21:27 PM	0:05:43		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930435694	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			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 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
677930435694			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Aug, 2025 07:29:43 PM	19 Aug, 2025 07:50:30 PM	04 Aug, 2025 06:10:44 PM	0:07:04		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678997735212			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 08:31:18 PM	19 Aug, 2025 09:15:29 PM	13 Aug, 2025 03:06:19 PM	0:03:12		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998286320	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678998286320			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	20 Aug, 2025 12:35:32 PM	20 Aug, 2025 12:41:13 PM	18 Aug, 2025 01:43:56 PM	0:03:20		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 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
678997401164	[redacted]		CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			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		13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
678997401164			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 08:01:09 AM	20 Aug, 2025 01:27:30 PM	11 Aug, 2025 06:16:41 PM	0:03:35		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_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 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
680060574869			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Aug, 2025 01:27:43 PM	20 Aug, 2025 01:30:56 PM	19 Aug, 2025 06:02:16 PM	0:03:24		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		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
678997465971	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			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 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 08:01:21 PM	20 Aug, 2025 01:50:27 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 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
678997359939	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_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 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Aug, 2025 02:00:21 PM	20 Aug, 2025 03:02:31 PM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			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 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998344180			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Aug, 2025 01:31:19 AM	20 Aug, 2025 03:56:54 PM	18 Aug, 2025 04:54:56 PM	0:06:15		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		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
678998372162	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			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	20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
678998372162			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	20 Aug, 2025 05:31:12 AM	20 Aug, 2025 04:34:57 PM	18 Aug, 2025 05:23:10 PM	0:02:57		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			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 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060635977			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	20 Aug, 2025 04:13:26 PM	20 Aug, 2025 04:45:07 PM	19 Aug, 2025 09:39:16 PM	0:04:28		Internal
680060582306			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		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
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_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 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
680060582306		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Aug, 2025 04:34:46 PM	20 Aug, 2025 04:54:40 PM	19 Aug, 2025 07:05:48 PM	0:03:14		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 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
678998095833	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Aug, 2025 02:23:24 PM	20 Aug, 2025 05:27:25 PM	15 Aug, 2025 03:38:00 PM	0:05:34		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_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 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		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
678998342425	[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 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
678998342425			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Aug, 2025 06:11:11 PM	20 Aug, 2025 05:34:00 PM	18 Aug, 2025 04:04:03 PM	0:03:51		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			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 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
680060682721			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Aug, 2025 05:11:08 PM	20 Aug, 2025 05:59:07 PM	20 Aug, 2025 01:35:21 PM	0:06:22		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997696587	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_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 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678997696587			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	20 Aug, 2025 06:39:34 PM	20 Aug, 2025 06:47:07 PM	13 Aug, 2025 12:32:01 PM	0:04:45		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			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	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998505745			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	19 Aug, 2025 03:33:11 PM	20 Aug, 2025 06:50:57 PM	19 Aug, 2025 02:37:32 PM	0:05:09		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		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
678998049770	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			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 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
678998049770			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Aug, 2025 07:00:40 PM	20 Aug, 2025 07:07:11 PM	15 Aug, 2025 11:44:24 AM	0:03:43		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060632419	[redacted]		CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060632419			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Aug, 2025 07:16:41 PM	20 Aug, 2025 07:20:37 PM	19 Aug, 2025 09:31:46 PM	0:03:17		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_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 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
680060723822			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Aug, 2025 07:33:52 PM	20 Aug, 2025 07:39:07 PM	20 Aug, 2025 04:01:41 PM	0:03:07		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 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
677930388564	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			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 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			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 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
677930388564			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 05:31:07 PM	20 Aug, 2025 09:11:15 PM	04 Aug, 2025 05:04:01 PM	0:03:32		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678998450552			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Aug, 2025 08:01:52 PM	20 Aug, 2025 09:19:34 PM	18 Aug, 2025 09:51:38 PM	0:02:46		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		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
678997316694	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_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 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678997316694			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Aug, 2025 03:00:42 PM	21 Aug, 2025 10:09:06 AM	11 Aug, 2025 01:53:02 PM	0:06:23		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
678998550184			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 11:54:42 AM	21 Aug, 2025 12:03:45 PM	19 Aug, 2025 05:22:57 PM	0:03:29		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		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
680060813505	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
680060813505			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 12:28:29 PM	21 Aug, 2025 12:45:42 PM	20 Aug, 2025 09:16:13 PM	0:06:45		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		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
678997528294	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			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		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678997528294			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Aug, 2025 12:01:24 AM	21 Aug, 2025 12:47:12 PM	12 Aug, 2025 01:50:42 PM	0:09:11		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			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		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
678998275708			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Aug, 2025 02:31:27 PM	21 Aug, 2025 01:19:28 PM	18 Aug, 2025 01:33:54 PM	0:06:46		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 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
680060679543	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			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 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
680060679543			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 01:17:13 PM	21 Aug, 2025 01:35:12 PM	20 Aug, 2025 01:21:24 PM	0:04:37		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 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
678998282478	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
678998282478			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	21 Aug, 2025 01:39:41 PM	21 Aug, 2025 01:42:16 PM	18 Aug, 2025 12:57:51 PM	0:04:21		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
680060824344			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	21 Aug, 2025 02:36:58 PM	21 Aug, 2025 02:42:30 PM	20 Aug, 2025 09:56:59 PM	0:05:02		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998421974	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998421974			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 02:35:35 PM	21 Aug, 2025 02:50:00 PM	18 Aug, 2025 08:31:57 PM	0:06:12		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		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
678998338476	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_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 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
678998338476			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 04:13:45 PM	21 Aug, 2025 04:20:44 PM	18 Aug, 2025 03:52:43 PM	0:02:47		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 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
680060570119	[redacted]		CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060570119			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Aug, 2025 09:31:15 AM	21 Aug, 2025 05:43:57 PM	19 Aug, 2025 06:21:07 PM	0:02:52		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			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 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060781661			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 02:06:25 PM	21 Aug, 2025 06:02:55 PM	20 Aug, 2025 07:11:48 PM	0:05:13		Internal
680060775955			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		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
680060775955		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955		CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060775955		CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 06:02:44 PM	21 Aug, 2025 06:11:58 PM	20 Aug, 2025 06:46:51 PM	0:03:50		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		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 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060563223		CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 06:13:45 PM	21 Aug, 2025 06:19:41 PM	19 Aug, 2025 05:12:30 PM	0:04:24		Internal
680060855820		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 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
680060855820	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			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 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
680060855820			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 06:33:20 PM	21 Aug, 2025 06:51:44 PM	21 Aug, 2025 01:03:50 PM	0:05:37		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		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
678998111608	[redacted]		CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			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		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678998111608			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 06:54:14 PM	21 Aug, 2025 06:58:08 PM	15 Aug, 2025 04:00:02 PM	0:04:10		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			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 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678997887391			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 07:04:20 PM	21 Aug, 2025 07:10:24 PM	14 Aug, 2025 01:15:26 PM	0:04:24		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998473553	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_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 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998473553			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 07:09:26 PM	21 Aug, 2025 07:12:32 PM	19 Aug, 2025 12:01:37 PM	0:03:09		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		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
678998355057	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998355057			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	21 Aug, 2025 07:51:41 PM	21 Aug, 2025 07:55:29 PM	18 Aug, 2025 05:19:12 PM	0:03:26		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998290532			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	21 Aug, 2025 07:56:11 PM	21 Aug, 2025 07:59:45 PM	18 Aug, 2025 01:58:45 PM	0:03:47		Internal
678998379159			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
678998379159			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
678998379159			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
678998379159			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
678998379159			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
678998379159			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
678998379159			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
678998379159			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
678998379159			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
678998379159			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
678998379159			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
678998379159			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
678998379159			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
678998379159			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
6789983791 59	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
6789983791 59			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
6789983791 59			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
6789983791 59			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
6789983791 59			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
6789983791 59			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
6789983791 59			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
6789983791 59			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
6789983791 59			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
6789983791 59			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
6789983791 59			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
6789983791 59			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 08:00:44 PM	21 Aug, 2025 08:04:51 PM	18 Aug, 2025 06:30:01 PM	0:03:31		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6800609497 04			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 08:10:21 PM	21 Aug, 2025 08:15:22 PM	21 Aug, 2025 07:27:48 PM	0:04:22		Internal
6789984489 90			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
6789984489 90			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
6789984489 90			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
6789984489 90			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
6789984489 90			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
6789984489 90			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
6789984489 90			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
6789984489 90			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
6789984489 90			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
6789984489 90			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998448990	[redacted]		CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
678998448990			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
678998448990			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
678998448990			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
678998448990			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
678998448990			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
678998448990			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
678998448990			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
678998448990			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
678998448990			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
678998448990			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
678998448990			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
678998448990			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 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
678998448990			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
678998448990			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
678998448990			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Aug, 2025 03:33:11 PM	22 Aug, 2025 12:46:37 PM	18 Aug, 2025 09:49:23 PM	0:08:05		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060838207	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_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 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060838207			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Aug, 2025 12:53:54 PM	22 Aug, 2025 12:57:58 PM	21 Aug, 2025 08:47:12 AM	0:03:36		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_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 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
680060790737			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Aug, 2025 05:31:54 AM	22 Aug, 2025 01:23:23 PM	20 Aug, 2025 07:42:04 PM	0:04:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		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
678998243179	[redacted]		CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
678998243179			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Aug, 2025 05:01:08 AM	22 Aug, 2025 01:58:51 PM	17 Aug, 2025 04:45:28 AM	0:06:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_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 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061006381			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Aug, 2025 01:59:42 PM	22 Aug, 2025 02:05:58 PM	22 Aug, 2025 12:47:34 AM	0:03:28		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	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
680061008642	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_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 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
680061008642			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Aug, 2025 03:28:54 PM	22 Aug, 2025 03:33:39 PM	22 Aug, 2025 03:26:18 AM	0:03:21		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		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
678998245559	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_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 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998245559			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	17 Aug, 2025 01:01:09 PM	22 Aug, 2025 05:02:29 PM	17 Aug, 2025 12:05:24 PM	0:03:49		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			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	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998248661			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	17 Aug, 2025 05:01:10 PM	22 Aug, 2025 05:24:41 PM	17 Aug, 2025 02:45:43 PM	0:03:57		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 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
678998496577	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			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		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
678998496577			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Aug, 2025 05:39:50 PM	22 Aug, 2025 05:52:01 PM	19 Aug, 2025 02:01:46 PM	0:03:25		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 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
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			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		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060640986			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Aug, 2025 06:20:37 PM	22 Aug, 2025 07:07:43 PM	19 Aug, 2025 09:59:49 PM	0:02:55		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060613557	[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	21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
680060613557			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	21 Aug, 2025 08:01:45 PM	22 Aug, 2025 07:42:21 PM	19 Aug, 2025 08:42:06 PM	0:02:24		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
678997409252			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Aug, 2025 02:00:46 PM	22 Aug, 2025 07:52:15 PM	11 Aug, 2025 06:47:16 PM	0:05:21		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 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
680061166722	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_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 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061166722			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 12:27:49 PM	25 Aug, 2025 12:30:44 PM	22 Aug, 2025 10:43:20 PM	0:03:25		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
680061071710			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 01:05:30 PM	25 Aug, 2025 01:09:49 PM	22 Aug, 2025 04:02:06 PM	0:03:00		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998301954	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998301954			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Aug, 2025 02:31:26 PM	25 Aug, 2025 01:15:16 PM	18 Aug, 2025 02:15:44 PM	0:08:18		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 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
678998296022	[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]	25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_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 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998296022			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 02:00:29 PM	25 Aug, 2025 02:46:09 PM	18 Aug, 2025 01:49:40 PM	0:03:05		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			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 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
678998432606			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 03:11:11 PM	25 Aug, 2025 03:15:57 PM	18 Aug, 2025 08:22:43 PM	0:03:39		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 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
680061225506	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
680061225506			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 01:53:20 PM	25 Aug, 2025 04:40:14 PM	25 Aug, 2025 12:02:37 PM	0:03:28		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		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
678998348842		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 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842		CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678998348842		CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Aug, 2025 11:33:13 PM	25 Aug, 2025 05:05:55 PM	18 Aug, 2025 05:03:24 PM	0:04:40		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_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 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
678997873932		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 08:30:58 AM	25 Aug, 2025 05:29:26 PM	14 Aug, 2025 12:07:53 PM	0:02:54		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061080255	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255			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 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061080255			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 06:02:22 PM	25 Aug, 2025 06:05:43 PM	22 Aug, 2025 04:56:44 PM	0:04:45		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_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 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680061295444			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 06:55:35 PM	25 Aug, 2025 07:02:37 PM	25 Aug, 2025 04:14:46 PM	0:04:25		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 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
680060620504	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_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 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
680060620504			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 08:01:34 PM	25 Aug, 2025 07:43:57 PM	19 Aug, 2025 08:31:59 PM	0:04:38		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			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		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
678997456862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 08:24:23 PM	25 Aug, 2025 08:36:01 PM	11 Aug, 2025 08:45:47 PM	0:05:03		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061226352	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_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 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061226352			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 08:33:46 PM	25 Aug, 2025 08:47:14 PM	25 Aug, 2025 12:15:27 PM	0:04:35		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_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 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061201934			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Aug, 2025 02:01:37 PM	25 Aug, 2025 09:19:48 PM	24 Aug, 2025 12:02:11 PM	0:09:46		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061096303	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680061096303			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 09:36:08 PM	25 Aug, 2025 09:39:52 PM	22 Aug, 2025 06:06:52 PM	0:03:52		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_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 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680060989558			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 09:40:24 PM	25 Aug, 2025 09:44:57 PM	21 Aug, 2025 09:43:31 PM	0:04:21		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_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 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061219963	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061219963			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 04:31:31 AM	25 Aug, 2025 09:45:22 PM	25 Aug, 2025 03:31:40 AM	0:04:24		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_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 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061119492			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 09:50:46 PM	25 Aug, 2025 09:59:47 PM	22 Aug, 2025 07:26:17 PM	0:03:14		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 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
680061246178	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_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 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061246178			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 10:00:43 PM	25 Aug, 2025 10:04:37 PM	25 Aug, 2025 01:52:37 PM	0:03:27		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			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		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061066018			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 10:13:00 PM	25 Aug, 2025 10:18:04 PM	22 Aug, 2025 03:39:19 PM	0:05:18		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061260884	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_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 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
680061260884			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 10:18:46 PM	25 Aug, 2025 10:22:37 PM	25 Aug, 2025 02:39:53 PM	0:03:19		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_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 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678998259774			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Aug, 2025 02:31:05 AM	25 Aug, 2025 10:23:39 PM	17 Aug, 2025 10:46:44 PM	0:06:27		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 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
678996866068	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			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 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678996866068			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				25 Aug, 2025 10:14:06 PM	25 Aug, 2025 10:24:17 PM	06 Aug, 2025 08:40:19 PM	0:02:29		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 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
678998026915	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			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 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
678998026915			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 10:42:12 PM	25 Aug, 2025 11:01:30 PM	14 Aug, 2025 09:18:28 PM	0:03:12		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680060785081			CTE_Res_Billing		Springfield - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 06:01:26 AM	26 Aug, 2025 12:41:08 AM	20 Aug, 2025 07:33:49 PM	0:08:51		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 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
680061343636	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061343636			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 12:30:57 PM	26 Aug, 2025 12:34:59 PM	25 Aug, 2025 06:22:24 PM	0:03:28		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061018310	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			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 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061018310			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 12:43:26 PM	26 Aug, 2025 12:55:03 PM	22 Aug, 2025 12:26:16 PM	0:02:53		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1			26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		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
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
680061373092			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 11:38:07 AM	26 Aug, 2025 01:07:30 PM	25 Aug, 2025 07:51:37 PM	0:06:50		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			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 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678997780549			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 01:05:12 PM	26 Aug, 2025 01:25:04 PM	13 Aug, 2025 05:22:09 PM	0:03:53		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678998481734	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_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 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
678998481734			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 01:46:28 PM	26 Aug, 2025 02:01:15 PM	19 Aug, 2025 01:01:12 PM	0:06:37		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
677930328756			CTE_Res_FT		Springfield - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Aug, 2025 01:30:44 PM	26 Aug, 2025 02:50:33 PM	04 Aug, 2025 01:26:04 PM	0:03:44		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		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
680061384912	[redacted]		CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061384912			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 08:31:44 PM	26 Aug, 2025 02:52:40 PM	25 Aug, 2025 08:24:06 PM	0:05:53		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061398315			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				26 Aug, 2025 09:02:11 AM	26 Aug, 2025 02:58:05 PM	25 Aug, 2025 09:08:38 PM	0:09:55		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	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
680061224568	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_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 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
680061224568			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 03:21:42 PM	26 Aug, 2025 03:24:56 PM	25 Aug, 2025 11:50:13 AM	0:03:23		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		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
678998146412	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			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 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
678998146412			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 03:32:43 PM	26 Aug, 2025 04:02:16 PM	15 Aug, 2025 06:04:24 PM	0:03:56		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_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 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061443785			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 02:56:15 PM	26 Aug, 2025 04:50:44 PM	26 Aug, 2025 12:01:41 PM	0:05:15		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 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
680061448903	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_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 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061448903			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 04:48:36 PM	26 Aug, 2025 05:01:03 PM	26 Aug, 2025 12:40:37 PM	0:04:37		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 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
680061213362	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_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 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680061213362			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 04:39:02 PM	26 Aug, 2025 05:19:41 PM	24 Aug, 2025 08:45:34 PM	0:03:26		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		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
680060872924	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			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 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060872924			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 05:16:02 PM	26 Aug, 2025 05:23:08 PM	21 Aug, 2025 02:13:53 PM	0:02:35		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			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 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
680060797660			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 05:33:11 PM	26 Aug, 2025 05:56:03 PM	20 Aug, 2025 08:02:17 PM	0:04:05		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		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
678997465971	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 05:40:59 PM	26 Aug, 2025 06:04:19 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060953654	[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]	26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			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 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680060953654			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 06:13:01 PM	26 Aug, 2025 06:19:55 PM	21 Aug, 2025 07:09:53 PM	0:03:44		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_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 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061397578			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 06:29:23 PM	26 Aug, 2025 06:31:27 PM	25 Aug, 2025 08:41:35 PM	0:03:55		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 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
680061507079	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
680061507079			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 06:42:35 PM	26 Aug, 2025 06:48:09 PM	26 Aug, 2025 04:22:29 PM	0:02:44		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997019699	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			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 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678997019699			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 06:44:59 PM	26 Aug, 2025 07:02:40 PM	07 Aug, 2025 07:22:45 PM	0:02:37		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998498763			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 07:06:43 PM	26 Aug, 2025 07:10:15 PM	19 Aug, 2025 02:11:21 PM	0:03:27		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 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
678998204353	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			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 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
678998204353			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 07:13:25 PM	26 Aug, 2025 07:20:02 PM	15 Aug, 2025 09:44:16 PM	0:03:05		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680060966030	[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]	26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			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 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 07:25:59 PM	26 Aug, 2025 07:35:50 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_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 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061219910			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 04:31:31 AM	26 Aug, 2025 08:04:58 PM	25 Aug, 2025 03:26:43 AM	0:04:20		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061379324	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			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 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
680061379324			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 05:02:05 PM	26 Aug, 2025 09:09:36 PM	25 Aug, 2025 08:06:44 PM	0:04:44		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
678998482575			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 08:01:44 PM	26 Aug, 2025 11:10:35 PM	19 Aug, 2025 01:12:36 PM	0:02:18		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 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
680060917511	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680060917511			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 01:40:56 AM	27 Aug, 2025 02:00:36 AM	21 Aug, 2025 05:04:30 PM	0:02:55		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		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
680061133647	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			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 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061133647			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	27 Aug, 2025 11:19:51 AM	27 Aug, 2025 11:34:00 AM	22 Aug, 2025 07:52:40 PM	0:03:12		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			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 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
680061427559			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	27 Aug, 2025 12:06:52 PM	27 Aug, 2025 12:13:22 PM	25 Aug, 2025 11:57:12 PM	0:03:27		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 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
677930402717	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			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 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
677930402717			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 12:17:33 PM	27 Aug, 2025 12:29:53 PM	04 Aug, 2025 04:33:52 PM	0:02:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		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
680061395278	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061395278			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	27 Aug, 2025 12:46:29 PM	27 Aug, 2025 12:53:05 PM	25 Aug, 2025 08:34:01 PM	0:03:18		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			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 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061456352			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	27 Aug, 2025 12:52:00 PM	27 Aug, 2025 12:57:36 PM	26 Aug, 2025 12:59:14 PM	0:04:17		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 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
680061376968	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			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		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061376968			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 12:58:56 PM	27 Aug, 2025 01:06:15 PM	25 Aug, 2025 08:00:56 PM	0:03:46		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			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 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061450042			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 01:06:42 PM	27 Aug, 2025 01:11:49 PM	26 Aug, 2025 12:30:41 PM	0:04:58		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 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
680061587054	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			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 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680061587054			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 01:13:43 PM	27 Aug, 2025 01:17:27 PM	26 Aug, 2025 08:05:29 PM	0:02:47		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			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 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		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
680060599716	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060599716			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 12:50:39 PM	27 Aug, 2025 01:23:37 PM	19 Aug, 2025 07:16:07 PM	0:01:57		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			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 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680060970235			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 01:17:56 PM	27 Aug, 2025 01:36:05 PM	21 Aug, 2025 08:06:28 PM	0:05:41		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 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
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061634221			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 01:42:06 PM	27 Aug, 2025 01:46:35 PM	27 Aug, 2025 12:02:03 PM	0:03:19		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			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 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
680061482175			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 01:45:04 PM	27 Aug, 2025 01:49:16 PM	26 Aug, 2025 02:28:24 PM	0:04:44		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996877750	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			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 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
678996877750			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 02:06:34 PM	27 Aug, 2025 02:33:28 PM	06 Aug, 2025 09:38:33 PM	0:04:05		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_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 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061378742			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 02:52:27 PM	27 Aug, 2025 02:56:05 PM	25 Aug, 2025 08:08:17 PM	0:06:33		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061519814	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			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 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061519814			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 03:00:59 PM	27 Aug, 2025 03:07:02 PM	26 Aug, 2025 04:59:52 PM	0:04:08		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		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
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			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 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061623476			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	27 Aug, 2025 04:07:52 PM	27 Aug, 2025 04:11:41 PM	26 Aug, 2025 10:55:39 PM	0:03:04		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_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 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
680061657274			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	27 Aug, 2025 04:07:54 PM	27 Aug, 2025 04:15:54 PM	27 Aug, 2025 01:59:16 PM	0:04:50		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 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
678998190490	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			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 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
678998190490			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 04:26:02 PM	27 Aug, 2025 04:33:22 PM	15 Aug, 2025 08:33:14 PM	0:04:11		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			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 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061038949	[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]	27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
680061038949			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 04:49:06 PM	27 Aug, 2025 04:55:45 PM	22 Aug, 2025 02:00:39 PM	0:03:28		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			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 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996918089			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 05:37:28 PM	27 Aug, 2025 05:42:56 PM	07 Aug, 2025 01:28:35 PM	0:03:08		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678996984620	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	7 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		7 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		7 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		7 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			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		7 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		7 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		7 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678996984620			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		7 Aug, 2025 07:01:14 PM	27 Aug, 2025 07:11:36 PM	07 Aug, 2025 05:14:22 PM	0:02:53		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			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		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
678997593899			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		7 Aug, 2025 07:28:03 PM	27 Aug, 2025 07:34:32 PM	12 Aug, 2025 05:18:03 PM	0:05:16		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		7 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		7 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		7 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		7 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		7 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		7 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		7 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 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
680061542166	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			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 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061542166			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 07:50:51 PM	27 Aug, 2025 07:57:45 PM	26 Aug, 2025 05:36:59 PM	0:04:21		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061687821	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			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 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680061687821			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 08:08:39 PM	27 Aug, 2025 08:17:12 PM	27 Aug, 2025 03:32:15 PM	0:05:28		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
680060640286			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 12:33:02 PM	27 Aug, 2025 08:18:28 PM	19 Aug, 2025 09:56:40 PM	0:07:24		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
677930124396	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			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 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
677930124396			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 08:26:01 PM	27 Aug, 2025 08:31:06 PM	01 Aug, 2025 03:52:46 PM	0:03:34		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 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
678996570889	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
678996570889			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Aug, 2025 07:00:32 PM	27 Aug, 2025 08:41:10 PM	05 Aug, 2025 03:06:32 PM	0:06:07		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			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 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
680060878022			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 08:37:53 PM	27 Aug, 2025 08:49:47 PM	21 Aug, 2025 02:28:51 PM	0:03:33		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 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
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			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 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
678997847314			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 08:59:39 PM	27 Aug, 2025 09:06:52 PM	13 Aug, 2025 09:27:44 PM	0:04:18		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_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 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061771992			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 09:19:41 PM	27 Aug, 2025 09:29:09 PM	27 Aug, 2025 08:37:37 PM	0:03:04		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061255213	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			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 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680061255213			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 09:51:09 AM	28 Aug, 2025 10:02:44 AM	25 Aug, 2025 01:56:47 PM	0:04:07		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 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
680060824002	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			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 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
680060824002			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 10:17:50 AM	28 Aug, 2025 11:16:26 AM	20 Aug, 2025 09:54:59 PM	0:02:45		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			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 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
678997610324			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 11:46:39 AM	28 Aug, 2025 11:53:26 AM	12 Aug, 2025 06:11:14 PM	0:03:58		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 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
680061752754	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			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 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061752754			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 12:07:24 PM	28 Aug, 2025 12:22:07 PM	27 Aug, 2025 07:15:10 PM	0:03:09		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061026406	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			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 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
680061026406			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 12:27:17 PM	28 Aug, 2025 01:07:56 PM	22 Aug, 2025 01:08:57 PM	0:04:36		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			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 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
678997808325			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Aug, 2025 12:30:59 AM	28 Aug, 2025 01:12:43 PM	13 Aug, 2025 07:43:08 PM	0:04:52		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 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
680060992031	[redacted]		CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680060992031			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 01:17:35 PM	28 Aug, 2025 01:30:12 PM	21 Aug, 2025 09:27:49 PM	0:02:05		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_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 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 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
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061385439			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 01:40:36 PM	28 Aug, 2025 01:43:22 PM	25 Aug, 2025 08:24:56 PM	0:02:20		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			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 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061821053			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 01:44:06 PM	28 Aug, 2025 01:47:04 PM	28 Aug, 2025 12:37:27 PM	0:03:09		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061825465	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_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 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
680061825465			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 01:46:00 PM	28 Aug, 2025 02:01:48 PM	28 Aug, 2025 01:23:29 PM	0:02:44		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
678998505903			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 02:11:21 PM	28 Aug, 2025 02:22:26 PM	19 Aug, 2025 02:11:11 PM	0:02:32		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 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
680061780968	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			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 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061780968			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 02:27:03 PM	28 Aug, 2025 03:22:47 PM	27 Aug, 2025 08:46:57 PM	0:03:08		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 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
680061079100	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
680061079100			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 03:39:45 PM	28 Aug, 2025 03:46:23 PM	22 Aug, 2025 04:17:48 PM	0:03:20		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_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 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997807778			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 04:31:13 PM	28 Aug, 2025 03:59:58 PM	13 Aug, 2025 07:10:59 PM	0:04:41		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 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
678997084390	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997084390			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 03:57:31 PM	28 Aug, 2025 04:05:28 PM	08 Aug, 2025 12:54:14 PM	0:02:35		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997726465	[redacted]		CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			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 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
678997726465			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Aug, 2025 04:31:04 AM	28 Aug, 2025 04:10:36 PM	13 Aug, 2025 02:47:41 PM	0:04:56		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
680060740232			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 04:52:30 PM	28 Aug, 2025 04:58:25 PM	20 Aug, 2025 04:40:43 PM	0:02:27		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 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
678996838443	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			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 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
678996838443			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 05:14:40 PM	28 Aug, 2025 05:19:11 PM	06 Aug, 2025 07:09:57 PM	0:05:42		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			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 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal
680061896644			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 05:24:31 PM	28 Aug, 2025 05:44:25 PM	28 Aug, 2025 05:05:59 PM	0:02:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_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 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061674621			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 07:14:46 PM	28 Aug, 2025 07:22:28 PM	27 Aug, 2025 03:13:27 PM	0:02:14		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061890424	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_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 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680061890424			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 07:44:38 PM	28 Aug, 2025 07:57:18 PM	28 Aug, 2025 05:11:17 PM	0:05:28		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680060903840			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 08:02:45 PM	28 Aug, 2025 08:07:59 PM	21 Aug, 2025 03:51:54 PM	0:02:38		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		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
680061766161	[redacted]		CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061766161			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	28 Aug, 2025 08:19:06 PM	28 Aug, 2025 08:24:37 PM	27 Aug, 2025 07:50:34 PM	0:05:36		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		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
680061417552	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_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 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061417552			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 08:55:22 PM	28 Aug, 2025 09:03:30 PM	25 Aug, 2025 10:12:51 PM	0:06:33		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_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 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
680061782237			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 09:10:39 PM	28 Aug, 2025 09:17:14 PM	27 Aug, 2025 09:17:03 PM	0:04:25		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 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
678997879979	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			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 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
678997879979			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 09:22:47 PM	28 Aug, 2025 09:30:18 PM	14 Aug, 2025 12:40:03 PM	0:03:00		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		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
680061845554	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_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 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061845554			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	28 Aug, 2025 09:38:48 PM	28 Aug, 2025 09:43:49 PM	28 Aug, 2025 02:43:55 PM	0:03:53		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_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 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
680061271677			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	28 Aug, 2025 09:51:07 PM	28 Aug, 2025 09:57:15 PM	25 Aug, 2025 03:15:48 PM	0:04:16		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
678997123630	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
678997123630			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 10:01:38 PM	28 Aug, 2025 10:06:49 PM	08 Aug, 2025 03:16:58 PM	0:03:54		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061491888	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680061491888			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 10:14:25 PM	28 Aug, 2025 10:21:15 PM	26 Aug, 2025 03:25:34 PM	0:05:02		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_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 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680060757506			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 10:25:02 PM	28 Aug, 2025 10:33:14 PM	20 Aug, 2025 05:57:39 PM	0:02:39		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 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
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			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 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
680061797358			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 10:37:57 PM	28 Aug, 2025 10:46:00 PM	27 Aug, 2025 09:57:06 PM	0:02:38		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			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 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
677930434052			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 10:47:35 PM	28 Aug, 2025 10:54:39 PM	04 Aug, 2025 06:06:36 PM	0:02:05		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 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
680061965805	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_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 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061965805			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Aug, 2025 12:48:07 AM	29 Aug, 2025 01:14:56 AM	28 Aug, 2025 09:23:17 PM	0:04:55		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 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
680061848238	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_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 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061848238			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Aug, 2025 12:03:14 PM	29 Aug, 2025 12:08:10 PM	28 Aug, 2025 02:53:37 PM	0:03:25		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_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 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061442801			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Aug, 2025 01:17:22 PM	29 Aug, 2025 01:53:05 PM	26 Aug, 2025 11:48:01 AM	0:05:01		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061400439	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			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		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
680061400439			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 09:02:10 AM	29 Aug, 2025 03:04:53 PM	25 Aug, 2025 08:58:14 PM	0:07:22		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
677930538464			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		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
677930538464	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	29 Aug, 2025 05:19:07 PM	29 Aug, 2025 05:24:48 PM	05 Aug, 2025 01:12:51 PM	0:05:57		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678998361427			CTE_Res_FT		Springfield - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Aug, 2025 06:31:12 PM	29 Aug, 2025 05:27:27 PM	18 Aug, 2025 05:01:12 PM	0:02:25		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 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
678997074896	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			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 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
678997074896			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Aug, 2025 05:39:16 PM	29 Aug, 2025 05:47:52 PM	08 Aug, 2025 12:07:24 PM	0:02:02		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		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
680060758436	[redacted]		CTE_Res_Moving_Span	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680060758436			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Aug, 2025 04:32:11 PM	29 Aug, 2025 05:55:29 PM	20 Aug, 2025 06:01:22 PM	0:06:12		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 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
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_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 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061616753			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 03:33:30 AM	29 Aug, 2025 06:28:04 PM	26 Aug, 2025 10:10:34 PM	0:04:09		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 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
680061877686	[redacted]	[redacted]	CTE_Bus_Payment	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			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		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
680061877686			CTE_Bus_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Aug, 2025 06:16:21 PM	29 Aug, 2025 06:40:47 PM	28 Aug, 2025 04:39:32 PM	0:02:41		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930274971			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Aug, 2025 09:21:20 PM	29 Aug, 2025 09:27:16 PM	02 Aug, 2025 09:51:54 PM	0:04:02		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 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
677930273206	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
677930273206			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Aug, 2025 09:41:01 PM	29 Aug, 2025 09:50:24 PM	02 Aug, 2025 08:37:17 PM	0:05:00		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680061788633			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 09:02:10 AM	30 Aug, 2025 02:18:21 AM	27 Aug, 2025 09:40:39 PM	0:06:14		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680062103653	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
680062103653			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Aug, 2025 01:47:25 PM	30 Aug, 2025 02:09:10 PM	29 Aug, 2025 06:31:50 PM	0:02:58		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 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
677930449610	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			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		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
677930449610			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Aug, 2025 10:41:08 PM	31 Aug, 2025 10:48:34 PM	04 Aug, 2025 07:21:58 PM	0:04:41		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			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 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
678997457703			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Aug, 2025 11:09:14 PM	31 Aug, 2025 11:16:06 PM	11 Aug, 2025 08:54:15 PM	0:04:34		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		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
680060590737	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060590737			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Aug, 2025 09:31:16 AM	31 Aug, 2025 11:19:18 PM	19 Aug, 2025 07:01:55 PM	0:03:03		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
680060582055			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Aug, 2025 01:31:29 PM	31 Aug, 2025 11:43:38 PM	19 Aug, 2025 07:03:30 PM	0:02:38		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 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
678997359939	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_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 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
678997359939			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Sep, 2025 12:10:13 AM	01 Sep, 2025 12:17:30 AM	11 Aug, 2025 04:25:19 PM	0:05:40		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_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 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061203008			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Aug, 2025 02:01:37 PM	01 Sep, 2025 12:26:01 AM	24 Aug, 2025 01:16:19 PM	0:04:05		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 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
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			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 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061395073			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Sep, 2025 12:26:57 AM	01 Sep, 2025 12:32:51 AM	25 Aug, 2025 08:58:48 PM	0:03:56		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			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 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061408813			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Sep, 2025 12:33:20 AM	01 Sep, 2025 12:41:42 AM	25 Aug, 2025 09:42:46 PM	0:04:10		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 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
680061256533	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_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 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061256533			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Sep, 2025 12:46:55 AM	01 Sep, 2025 12:52:36 AM	25 Aug, 2025 02:25:33 PM	0:03:28		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			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 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061390831			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 02:01:49 PM	01 Sep, 2025 01:09:47 AM	25 Aug, 2025 08:58:27 PM	0:02:27		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	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
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_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 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061223464			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 08:31:44 PM	01 Sep, 2025 02:08:44 AM	25 Aug, 2025 11:23:22 AM	0:02:18		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 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
680061831498	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061831498			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 05:03:50 PM	02 Sep, 2025 12:01:39 PM	28 Aug, 2025 01:47:07 PM	0:03:10		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_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 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680061871932			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Aug, 2025 05:32:15 PM	02 Sep, 2025 12:02:48 PM	28 Aug, 2025 03:45:22 PM	0:02:20		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		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
680062213071	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_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 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680062213071			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Aug, 2025 07:33:27 PM	02 Sep, 2025 01:49:22 PM	30 Aug, 2025 07:04:10 PM	0:02:48		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061628509	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680061628509			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Aug, 2025 01:54:03 PM	02 Sep, 2025 02:13:03 PM	27 Aug, 2025 02:58:06 AM	0:02:13		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			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 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680062284597			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Sep, 2025 05:01:42 AM	02 Sep, 2025 02:50:01 PM	02 Sep, 2025 04:56:21 AM	0:02:28		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061781221	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			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		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Aug, 2025 03:09:47 PM	02 Sep, 2025 03:30:49 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		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
680062232357	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_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 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above				01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062232357			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Sep, 2025 03:33:37 AM	02 Sep, 2025 03:37:27 PM	31 Aug, 2025 04:02:49 PM	0:05:18		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			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 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062359139			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Sep, 2025 04:02:22 PM	02 Sep, 2025 04:07:23 PM	02 Sep, 2025 03:48:29 PM	0:02:31		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	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
680062245011	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			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		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680062245011			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Sep, 2025 06:31:40 AM	02 Sep, 2025 04:13:02 PM	01 Sep, 2025 05:05:29 AM	0:02:24		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_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 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061304419			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 06:32:19 PM	02 Sep, 2025 04:25:36 PM	25 Aug, 2025 04:11:17 PM	0:07:36		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 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
680061208478	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_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 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061208478			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Aug, 2025 06:01:37 PM	02 Sep, 2025 04:38:34 PM	24 Aug, 2025 05:29:51 PM	0:07:32		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061226349	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061226349			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Aug, 2025 12:31:51 PM	02 Sep, 2025 05:20:04 PM	25 Aug, 2025 12:12:30 PM	0:06:29		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			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 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061649799			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Aug, 2025 05:06:03 PM	02 Sep, 2025 05:45:56 PM	27 Aug, 2025 01:31:52 PM	0:04:13		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		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
680061334899	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			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 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061334899			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 02:32:24 AM	02 Sep, 2025 07:06:57 PM	25 Aug, 2025 05:49:01 PM	0:07:55		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061624270	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_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 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680061624270			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Sep, 2025 07:17:43 PM	02 Sep, 2025 07:28:43 PM	26 Aug, 2025 11:12:20 PM	0:05:08		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			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 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062342186			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				02 Sep, 2025 04:02:20 PM	02 Sep, 2025 08:23:11 PM	02 Sep, 2025 02:49:35 PM	0:05:30		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 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
680062356154	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			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 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062356154			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Sep, 2025 04:02:21 PM	02 Sep, 2025 08:50:55 PM	02 Sep, 2025 03:27:38 PM	0:03:23		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_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 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062421462			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Sep, 2025 12:32:41 PM	03 Sep, 2025 12:46:10 PM	02 Sep, 2025 06:10:25 PM	0:06:39		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		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
680062252095	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_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 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062252095			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Sep, 2025 01:31:56 PM	03 Sep, 2025 01:01:30 PM	01 Sep, 2025 01:10:42 PM	0:02:35		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_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 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
680062314801			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Sep, 2025 01:09:19 PM	03 Sep, 2025 01:26:20 PM	02 Sep, 2025 01:27:30 PM	0:04:02		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		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
678997465971	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 01:49:13 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		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 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
680062552546		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Sep, 2025 01:41:39 PM	03 Sep, 2025 02:04:35 PM	03 Sep, 2025 01:18:32 PM	0:03:35		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		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
678997465971	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:35:42 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		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
678997465971	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
678997465971			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Aug, 2025 05:40:59 PM	03 Sep, 2025 02:53:49 PM	11 Aug, 2025 09:22:16 PM	0:07:21		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_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 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680062503824			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Sep, 2025 04:08:01 PM	03 Sep, 2025 04:18:23 PM	02 Sep, 2025 09:24:16 PM	0:03:09		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061864518	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			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 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			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 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680061864518			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Sep, 2025 04:23:29 PM	03 Sep, 2025 04:29:41 PM	28 Aug, 2025 04:07:10 PM	0:03:34		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_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 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680062379596	[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]	02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
680062379596			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 04:56:54 PM	02 Sep, 2025 03:45:08 PM	0:04:59		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			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 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098598738			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Sep, 2025 05:16:57 PM	03 Sep, 2025 05:28:40 PM	03 Sep, 2025 02:55:01 PM	0:02:19		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 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
681098607037	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_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 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
681098607037			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Sep, 2025 05:57:43 PM	03 Sep, 2025 06:18:24 PM	03 Sep, 2025 04:01:00 PM	0:02:55		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680061325456			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Aug, 2025 04:01:48 AM	03 Sep, 2025 07:52:01 PM	25 Aug, 2025 05:33:12 PM	0:08:24		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680062351897	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062351897			CTE_Bus_Solar		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Sep, 2025 04:02:37 PM	03 Sep, 2025 08:03:40 PM	02 Sep, 2025 03:20:51 PM	0:04:28		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680062317878	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680062317878			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Sep, 2025 04:02:21 PM	03 Sep, 2025 08:07:35 PM	02 Sep, 2025 01:20:31 PM	0:08:35		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			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 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680060966030			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Aug, 2025 11:55:30 AM	04 Sep, 2025 01:10:32 PM	21 Aug, 2025 07:50:30 PM	0:03:18		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 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
680062295137	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			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 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062295137			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Sep, 2025 04:02:47 PM	04 Sep, 2025 02:45:58 PM	02 Sep, 2025 12:15:32 PM	0:02:30		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680062468976	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_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 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062468976			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Sep, 2025 02:20:07 PM	04 Sep, 2025 02:58:04 PM	02 Sep, 2025 07:34:33 PM	0:02:54		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_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 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680062243324			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Sep, 2025 03:33:37 AM	04 Sep, 2025 05:19:53 PM	01 Sep, 2025 01:21:07 AM	0:06:23		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 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
680061955390	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			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		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680061955390			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Sep, 2025 01:50:07 PM	04 Sep, 2025 05:27:44 PM	28 Aug, 2025 08:38:43 PM	0:04:05		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 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
680062501724	[redacted]		CTE_Bus_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			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		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
680062501724			CTE_Bus_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Sep, 2025 05:28:17 PM	04 Sep, 2025 05:33:53 PM	02 Sep, 2025 09:20:39 PM	0:02:41		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			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 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098826046			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Sep, 2025 06:34:22 PM	04 Sep, 2025 06:39:26 PM	04 Sep, 2025 04:31:27 PM	0:03:06		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 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
681098802083	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			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 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098802083			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Sep, 2025 07:07:18 PM	04 Sep, 2025 07:15:19 PM	04 Sep, 2025 03:04:59 PM	0:03:51		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 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
681098792644	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_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 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
681098792644			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Sep, 2025 07:14:32 PM	04 Sep, 2025 07:20:18 PM	04 Sep, 2025 01:57:52 PM	0:03:59		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		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
680062292620	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_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 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062292620			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Sep, 2025 04:02:46 PM	04 Sep, 2025 08:17:12 PM	02 Sep, 2025 12:02:49 PM	0:08:07		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			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 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
680062551835			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Sep, 2025 06:32:21 AM	04 Sep, 2025 08:57:42 PM	03 Sep, 2025 12:46:27 PM	0:07:35		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	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
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
681098756675			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Sep, 2025 06:32:21 AM	05 Sep, 2025 11:35:06 AM	04 Sep, 2025 05:20:01 AM	0:04:37		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 PM	0:05:10		Internal
680062489320			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Sep, 2025 02:31:35 PM	05 Sep, 2025 12:00:55 PM	02 Sep, 2025 08:48:35 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
681098931510	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_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 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098931510			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Sep, 2025 02:39:34 PM	05 Sep, 2025 02:43:49 PM	04 Sep, 2025 08:48:02 PM	0:03:19		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681098714856	[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]	05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			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 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098714856			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				05 Sep, 2025 04:32:01 AM	05 Sep, 2025 03:49:38 PM	03 Sep, 2025 08:51:34 PM	0:07:00		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
681098944802			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Sep, 2025 04:27:40 PM	05 Sep, 2025 05:51:24 PM	04 Sep, 2025 10:03:39 PM	0:03:55		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			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 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
680061781221			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Sep, 2025 04:15:34 PM	06 Sep, 2025 03:55:30 PM	27 Aug, 2025 09:11:02 PM	0:03:49		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		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
681099115081	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_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 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099115081			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Sep, 2025 10:32:07 PM	08 Sep, 2025 01:49:19 PM	05 Sep, 2025 08:18:08 PM	0:07:50		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099087018			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 01:50:34 PM	08 Sep, 2025 01:53:00 PM	05 Sep, 2025 06:38:41 PM	0:03:18		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 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
681099210333	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_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 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681099210333			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Sep, 2025 12:31:59 PM	08 Sep, 2025 02:18:30 PM	07 Sep, 2025 12:26:41 PM	0:04:03		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	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
681098756773	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_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 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681098756773			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 02:15:03 PM	08 Sep, 2025 02:23:43 PM	04 Sep, 2025 05:39:49 AM	0:03:16		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_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 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
681099184704			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Sep, 2025 08:02:10 PM	08 Sep, 2025 02:56:49 PM	06 Sep, 2025 07:53:36 PM	0:03:47		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 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
680062535607	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_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 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062535607			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Sep, 2025 08:12:56 PM	08 Sep, 2025 03:09:48 PM	03 Sep, 2025 07:03:16 AM	0:03:52		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_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 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	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
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062290405			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 03:18:18 PM	08 Sep, 2025 03:23:29 PM	02 Sep, 2025 11:39:54 AM	0:04:55		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			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 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
680062461928			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Sep, 2025 02:31:35 PM	08 Sep, 2025 03:52:05 PM	02 Sep, 2025 07:46:58 PM	0:03:54		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 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
681099211413	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_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 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099211413			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Sep, 2025 08:31:04 PM	08 Sep, 2025 04:21:27 PM	07 Sep, 2025 12:58:11 PM	0:02:18		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_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 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099195919			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 04:29:20 PM	08 Sep, 2025 04:32:22 PM	06 Sep, 2025 10:32:39 PM	0:03:16		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 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
681099219792	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_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 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681099219792			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 04:01:09 AM	08 Sep, 2025 04:38:13 PM	07 Sep, 2025 04:19:30 PM	0:06:44		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			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 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		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
681098727805	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
681098727805			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Sep, 2025 02:02:09 PM	08 Sep, 2025 04:54:00 PM	03 Sep, 2025 09:26:21 PM	0:07:14		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			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		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062494774			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 03:16:43 PM	08 Sep, 2025 04:55:21 PM	02 Sep, 2025 08:41:45 PM	0:03:21		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680062278170	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_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 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
680062278170			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Sep, 2025 10:31:36 PM	08 Sep, 2025 04:58:13 PM	01 Sep, 2025 09:58:21 PM	0:07:24		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_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 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681099253524			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 02:01:19 PM	08 Sep, 2025 05:33:51 PM	08 Sep, 2025 12:35:16 PM	0:03:46		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 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
681098924399	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_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 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098924399			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 05:41:37 PM	08 Sep, 2025 05:47:40 PM	04 Sep, 2025 08:28:47 PM	0:04:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 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
681098932892	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681098932892			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 06:04:17 PM	08 Sep, 2025 06:06:38 PM	04 Sep, 2025 08:51:16 PM	0:02:41		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			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 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681099205931			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Sep, 2025 05:31:55 AM	08 Sep, 2025 06:19:39 PM	07 Sep, 2025 04:48:29 AM	0:06:13		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 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
681098799515	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681098799515			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 06:10:32 PM	08 Sep, 2025 06:22:17 PM	04 Sep, 2025 02:54:46 PM	0:03:35		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 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
681099171049	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_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 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
681099171049			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 06:18:15 PM	08 Sep, 2025 06:23:14 PM	06 Sep, 2025 03:41:56 PM	0:03:28		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			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 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
680062298657			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Sep, 2025 06:32:21 AM	08 Sep, 2025 06:31:06 PM	02 Sep, 2025 12:33:58 PM	0:03:20		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_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 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
681099206126			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Sep, 2025 10:31:04 PM	08 Sep, 2025 06:33:14 PM	07 Sep, 2025 05:24:52 AM	0:05:08		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 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
680062423852	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			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 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
680062423852			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Sep, 2025 10:32:07 AM	08 Sep, 2025 06:34:43 PM	02 Sep, 2025 06:19:04 PM	0:03:04		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_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 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
459363007252			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 06:54:32 AM	0:03:44		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681098959263	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681098959263			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Sep, 2025 10:01:49 AM	08 Sep, 2025 07:13:44 PM	05 Sep, 2025 02:08:53 AM	0:04:06		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_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 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099228944			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 08:01:05 AM	08 Sep, 2025 07:24:09 PM	07 Sep, 2025 08:22:17 PM	0:04:14		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099368072	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099368072			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 07:08:35 PM	08 Sep, 2025 07:31:12 PM	08 Sep, 2025 06:27:57 PM	0:03:38		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			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 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099293964			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 08:01:51 PM	08 Sep, 2025 08:06:09 PM	08 Sep, 2025 03:17:57 PM	0:03:34		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099208819	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_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 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681099208819			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 07:54:24 PM	08 Sep, 2025 08:10:00 PM	07 Sep, 2025 11:24:32 AM	0:03:40		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			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		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681098720202			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Sep, 2025 04:32:00 AM	08 Sep, 2025 08:24:28 PM	03 Sep, 2025 09:03:53 PM	0:06:22		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099340339	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099340339			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				08 Sep, 2025 06:01:25 PM	08 Sep, 2025 09:06:45 PM	08 Sep, 2025 05:26:33 PM	0:08:36		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			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 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099268047			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 09:11:09 PM	08 Sep, 2025 09:36:36 PM	08 Sep, 2025 01:57:25 PM	0:02:59		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_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 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099275095			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 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
681099275095	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	08 Sep, 2025 06:01:24 PM	09 Sep, 2025 12:21:13 PM	08 Sep, 2025 01:46:56 PM	0:03:53		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_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 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099007261			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Sep, 2025 12:21:33 PM	09 Sep, 2025 12:28:34 PM	05 Sep, 2025 03:02:40 PM	0:03:31		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 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
681099079141	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_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 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099079141			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Sep, 2025 01:26:29 PM	09 Sep, 2025 01:42:08 PM	05 Sep, 2025 06:56:02 PM	0:05:55		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			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 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			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 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099091199			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Sep, 2025 01:24:43 PM	09 Sep, 2025 02:51:44 PM	05 Sep, 2025 07:43:10 PM	0:02:13		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 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
681099481208	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			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		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099481208			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Sep, 2025 03:04:51 PM	09 Sep, 2025 03:31:25 PM	09 Sep, 2025 12:49:21 PM	0:06:51		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_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 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		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
681099285328	[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]	08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099285328			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Sep, 2025 04:38:52 PM	09 Sep, 2025 03:41:44 PM	08 Sep, 2025 02:14:43 PM	0:07:39		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_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 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681099432259			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Sep, 2025 03:59:40 PM	09 Sep, 2025 04:16:15 PM	08 Sep, 2025 09:04:53 PM	0:03:01		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 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
681098968591	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681098968591			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Sep, 2025 04:35:25 PM	09 Sep, 2025 04:50:34 PM	05 Sep, 2025 12:16:05 PM	0:03:30		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 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
681099287863	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			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 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099287863			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Sep, 2025 05:29:51 PM	09 Sep, 2025 05:32:58 PM	08 Sep, 2025 02:59:58 PM	0:03:00		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			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 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099543035			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Sep, 2025 05:38:04 PM	09 Sep, 2025 05:48:09 PM	09 Sep, 2025 04:11:06 PM	0:04:23		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 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
681099227107	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099227107			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:44:49 PM	07 Sep, 2025 07:28:38 PM	0:03:47		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			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 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			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 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681099435050			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Sep, 2025 07:23:07 PM	09 Sep, 2025 07:35:52 PM	08 Sep, 2025 09:15:53 PM	0:03:51		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 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
681098788582	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_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 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681098788582			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Sep, 2025 07:24:44 PM	09 Sep, 2025 07:40:25 PM	04 Sep, 2025 02:20:59 PM	0:06:05		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 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
681099574195	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_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 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099574195			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Sep, 2025 12:13:57 PM	10 Sep, 2025 01:24:05 PM	09 Sep, 2025 05:57:40 PM	0:05:04		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			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 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099578337			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Sep, 2025 02:12:07 PM	10 Sep, 2025 02:18:19 PM	09 Sep, 2025 05:49:28 PM	0:03:12		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		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
681099448683	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			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 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099448683			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Sep, 2025 06:31:21 PM	10 Sep, 2025 02:48:35 PM	08 Sep, 2025 09:52:54 PM	0:09:53		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			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		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099649712			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:00:48 PM	09 Sep, 2025 10:00:33 PM	0:03:41		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 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
681099586294	[redacted]	[redacted]	CTE_Res_Outage_Span	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	texta		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			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		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099586294			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Sep, 2025 05:01:17 AM	10 Sep, 2025 03:05:01 PM	09 Sep, 2025 06:20:45 PM	0:06:00		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_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 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099265875			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Sep, 2025 02:53:07 PM	10 Sep, 2025 03:24:37 PM	08 Sep, 2025 01:50:15 PM	0:04:46		Internal
681099648210			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
681099648210			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
681099648210			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
681099648210			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
681099648210			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
681099648210			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
681099648210			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
681099648210			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
681099648210			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
681099648210			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
681099648210			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
68109648210	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
68109648210			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
68109648210			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
68109648210			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
68109648210			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
68109648210			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
68109648210			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
68109648210			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
68109648210			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
68109648210			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
68109648210			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
68109648210			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		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
68109648210			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
68109648210			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
68109648210			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Sep, 2025 10:31:22 PM	10 Sep, 2025 03:27:49 PM	09 Sep, 2025 09:54:50 PM	0:08:42		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_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 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109591387			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Sep, 2025 04:39:05 PM	10 Sep, 2025 04:51:47 PM	09 Sep, 2025 06:55:29 PM	0:04:58		Internal
68109618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
68109618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
68109618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
68109618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
68109618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
68109618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
68109618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		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
681099618864	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			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 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099618864			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Sep, 2025 05:19:21 PM	10 Sep, 2025 05:56:04 PM	09 Sep, 2025 07:58:19 PM	0:02:54		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			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 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099474035			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Sep, 2025 04:01:16 PM	10 Sep, 2025 06:45:42 PM	09 Sep, 2025 12:03:43 PM	0:02:06		Internal
681099594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
681099594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
681099594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
681099594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
681099594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
68109594428	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_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 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68109594428			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Sep, 2025 07:50:28 PM	11 Sep, 2025 12:38:42 PM	09 Sep, 2025 07:04:32 PM	0:05:49		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
68006249507			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680062549507	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
680062549507			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
680062549507			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
680062549507			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
680062549507			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
680062549507			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
680062549507			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 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
680062549507			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
680062549507			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
680062549507			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 12:53:06 PM	11 Sep, 2025 01:22:40 PM	03 Sep, 2025 12:35:38 PM	0:05:18		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			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 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			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 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099857536			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 01:49:14 PM	11 Sep, 2025 02:30:14 PM	11 Sep, 2025 12:58:32 PM	0:02:57		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		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
681099671166	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			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 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099671166			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 02:09:21 PM	11 Sep, 2025 02:33:08 PM	10 Sep, 2025 12:10:16 PM	0:05:26		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099603967	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_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 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
681099603967			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 02:52:27 PM	11 Sep, 2025 02:58:13 PM	09 Sep, 2025 07:39:15 PM	0:03:52		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			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 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
680062478732			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 02:53:32 PM	11 Sep, 2025 03:02:07 PM	02 Sep, 2025 08:23:28 PM	0:03:12		Internal
681099893337			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 02:55:29 PM	11 Sep, 2025 03:06:57 PM	11 Sep, 2025 02:27:13 PM	0:04:22		Internal
681099893337			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 02:55:29 PM	11 Sep, 2025 03:06:57 PM	11 Sep, 2025 02:27:13 PM	0:04:22		Internal
681099893337			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 02:55:29 PM	11 Sep, 2025 03:06:57 PM	11 Sep, 2025 02:27:13 PM	0:04:22		Internal
681099893337			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 02:55:29 PM	11 Sep, 2025 03:06:57 PM	11 Sep, 2025 02:27:13 PM	0:04:22		Internal
681099893337			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 02:55:29 PM	11 Sep, 2025 03:06:57 PM	11 Sep, 2025 02:27:13 PM	0:04:22		Internal